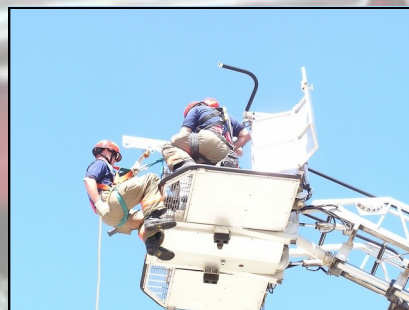


# GRAND RAPIDS FIRE DEPARTMENT

## ANNUAL REPORT 2009



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# LEADERSHIP MANAGEMENT

**Don't tell people how to do things,  
tell them what to do and let them  
surprise you with their results.**

George S. Patton





## MESSAGE FROM THE FIRE CHIEF



It is my honor to present the Grand Rapids Fire Department's (GRFD) 2009 Annual Report which summarizes our activities over the past year. Our department faced significant challenges and triumphs during this time period, all while operating in a professional and caring manner. I am proud to lead this multi-faceted organization which provides a wide array of essential life safety and emergency management services to those who live and work in the Grand Rapids Metropolitan Area. As with most service based organizations, the brave men and women of the GRFD are the heart and soul of this organization, using their training, skills and internal fortitude to deal with any situation that may arise.

2009 presented several unique challenges that have not been faced in decades, including the layoffs and demotions of personnel due to the dire fiscal climate in our city. Even in the face of these changes to our service delivery abilities, every member of this department from fire prevention to fire suppression, fire training to administration has shown their unwavering commitment to the safety and service to our community, by continuing to deliver the high level of service that you have come to expect and deserve.

Our small but effective fire prevention bureau accomplished great things in 2009 in terms of reaching our community with public education materials via a billboard campaign in our city that was potentially viewed over 1.7 million times during the five weeks surrounding fire prevention month. The message of "fire safety is in your hands" was presented in both English and Spanish, reaching a larger portion of our diverse city. Hundreds of thousands of citizens in the greater Kent County area were also reached through the formation of Public Safety Announcements aired throughout the day by WXMI Fox 17 Television Station. It was through the collaborative effort of the GRFD, Calvin College and WXMI Fox 17 that this was

possible.

Finally, Art Prize, the world's largest prize awarded for an art exhibition fair held its inaugural year, after just four months from concept to event. In just two weeks, over 200,000 visitors came to Grand Rapids and viewed work by approximately 1200 artists. With the creative work came fire safety concerns that were addressed expediently and professionally by our fire prevention bureau, resulting in a safe and successful event.

Suppression activities were also significantly altered with reduced staffing, and many apparatus were strategically moved around the city to provide the best coverage possible with the resources available to us. Assistance to Firefighters Grant (AFG) was awarded to our department in the amount of \$800,000 to purchase two 75' ladder/quints with fire suppression capabilities, which greatly eased this transition. These were placed at our Leonard and Kalamazoo Street stations, where we previously had dedicated engine and ladder companies.

Another first for us was the formal adoption of response goals for our suppression division. Based on scientific information, best practices of the industry and historical performance levels, the GRFD has placed a 6.5 minute goal on the first arriving unit to the scene of an emergency, from the time you place a call for help until we are arriving on scene. A full compliment of personnel to a structure fire requires the same first unit goal, with the balance of the assignment arriving within 10.5 minutes. We are now able to analyze our performance levels and make positive changes with measurable results. Our goals are being assisted by automatic aid agreements with the City of Kentwood to our Southeast, Plainfield Township to the North and more recently the City of Walker to our Northwest border. By working collaboratively with our neighbors, we are able to increase our service levels without incurring additional costs.

2010 will continue to bring with it many challenges, but be assured that your Grand Rapids Fire Department will meet these by being a proactive community based fire and rescue organization, and continue to move forward by strategically planning for our future.

*Laura L. Knapp*





## GRAND RAPIDS FIRE DEPARTMENT

### MISSION, VISION, GOALS AND MANAGEMENT PHILOSOPHY

#### Mission

**To provide the highest level of service to our community by:**

- Valuing our members
- Promoting positive leadership
- A commitment to excellence

#### Vision

**To remain a highly professional and caring team by means of:**

- Ongoing training
- Quality equipment
- Effective communication networks

**And to deliver high quality:**

- Fire prevention and education
- Firefighting and rescue services
- Emergency medical care

#### Goals

- Attract and maintain a safe, healthy, well trained and high performing workforce
- Deliver comprehensive safety services
- Exceed our customer's expectations

#### Management Philosophy

The management team of the GRFD has adopted a philosophy that will guide it through the execution of its responsibilities. In pursuing internal and external organizational goals and objectives, we have identified the following traits to be used:

**-Transparency**

**-Sustainability**

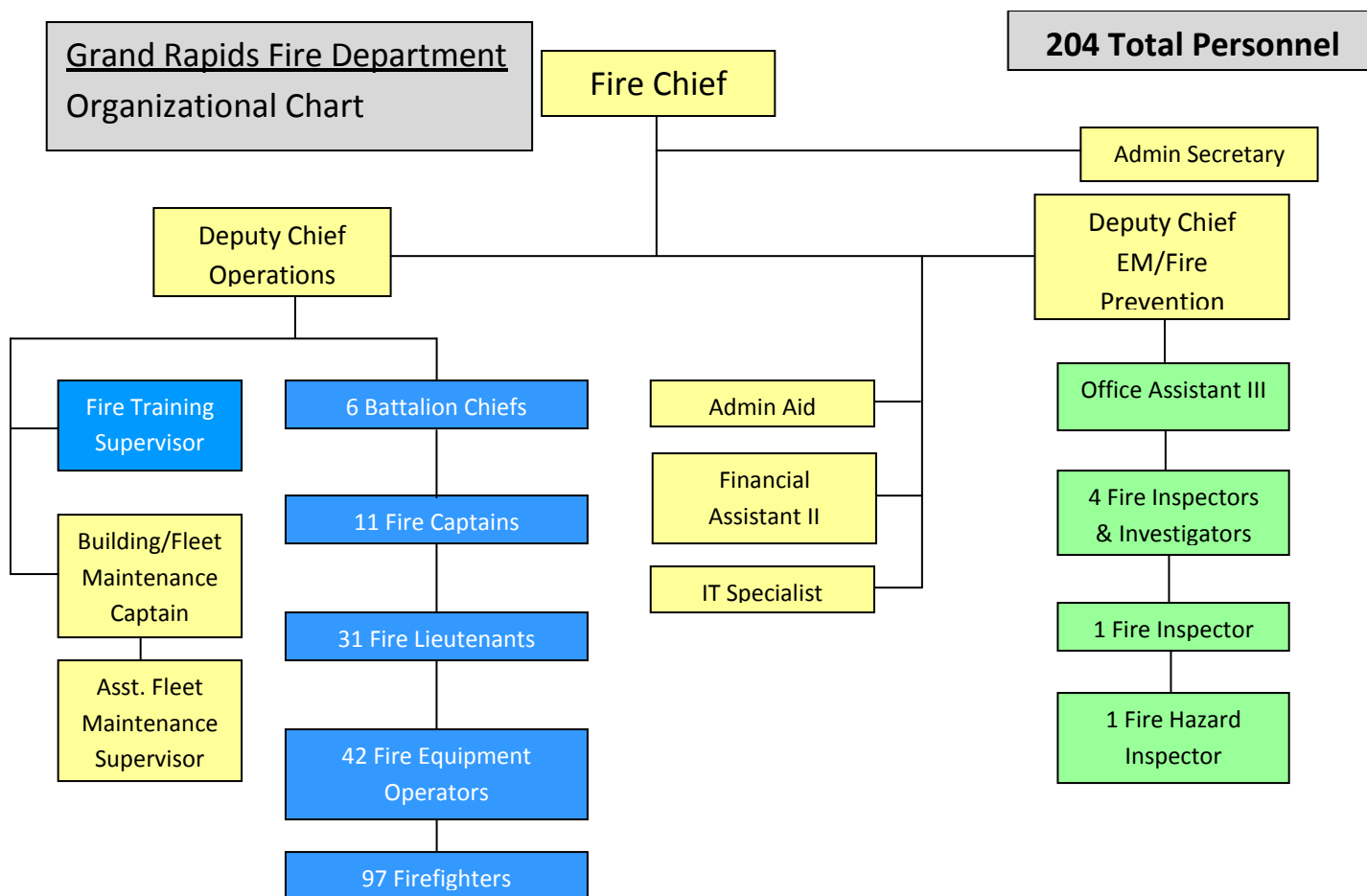
**-Honesty**

**- Integrity**

**-Consistency**

**-Commitment**



**187 Suppression Personnel**

6 Battalion Chiefs  
 11 Fire Captains  
 31 Fire Lieutenants  
 42 Fire Equipment Operators  
 97 Firefighters

**1 GRFD Regional Training Center**

1 Fire Training Supervisor

**9 Administrative Personnel**

1 Fire Chief  
 2 Deputy Chiefs  
 1 Admin Secretary  
 2 Building/Fleet Maintenance  
 1 PC Technician  
 1 Administrative Aid  
 1 Financial Assistant

**7 Prevention Personnel**

4 Inspector/Investigators  
 1 Inspector  
 1 Fire Hazard Inspector  
 1 Office Assistant

Total Authorized Department Strength is 204



# GRFD

## 160 Years of Service to Grand Rapids: 1850 - 2010

### A Commitment to Excellence

This document has been produced by GRFD and represents the thoughts, policies, programs and services of the community's emergency service provider. Strategic Planning is the main vehicle for delivering core information.

### Agency Highlights of 2009

#### WHAT WE DO

Save life and minimize property damage through fire suppression  
 Provide pre-hospital emergency medical service  
 Prepare for weapons of mass destruction (WMD) and terrorist incidents  
 Provide rescue services for all types of incidents  
 Enforce International Fire Code to ensure safe buildings  
 Proactively reduce fire risk through fire safety and public health presentations and events  
 Investigate the cause and origin of fires

#### WHO WE ARE

187 Firefighters and Fire Officers  
 1 Training Supervisor  
 7 Fire Prevention Bureau (4 cross-trained as Investigators) includes one Office Assistant  
 9 Administrative, Managerial and Support Personnel

**204 Total Department Personnel**

### SERVICES PROVIDED TO GRAND RAPIDIANS AND VISITORS

<u>Emergency Operations</u>		<u>Fire Prevention</u>	
27,366	Fire Apparatus Responses	1,495	FPB Inspections/Re-Inspections
18,709	Total Incidents	456	Fire Inspections (Suppression Personnel)
2,100	Fires and Fire Alarms	148	Fire Investigations
658	Fires Extinguished	2,181	Life Safety System Certifications/Re-Certifications
12,541	Rescue/EMS Calls	496	New Construction and Re-Inspections
<u>Non-Emergency Operations</u>		1,738	Various Other Activities
147	Community Involvement Opportunities		
9,437	Hydrant Maintenance Activities	<b>6,514</b>	<b>Total Fire Prevention Activities</b>







# ADMINISTRATION

**No one who achieves success does so without acknowledging the help of others. The wise and confident acknowledge this help with gratitude.**

Alfred North Whitehead  
British Mathematician and Philosopher



## FISCAL SERVICES

The 2009 year considers the latter half of fiscal year 2009 (FY09) as well as the initial half of FY10. FY09 began July 1, 2008 with the Fire Department's adopted General Fund budget of \$24,417,886. Staffing levels included a total authorized strength (TAS) of 238 positions of which 223 were actually filled. Though there was no increase in TAS from FY08 the department did take the first step in restoring the Training Division by including a Fire Training Supervisor position. In addition to these personnel changes, there was continued movement to combine and strengthen the Fire Prevention efforts by incorporating and sharing the investigation responsibilities amongst a portion of the Fire Prevention Inspectors. In addition, with the significant number of vacancies, along with anticipated retirements, the FY09 budget did include funding to hire 12 recruit firefighters in January 2009.

In January 2009, GRFD received a Federal Emergency Management Agency (FEMA) Assistance to Firefighters Grant (AFG) worth \$800,000 towards the purchase of two 75' ladder/quints. By September these units were in service adding a more economical and versatile approach in providing service from the Leonard Street and Kalamazoo Avenue Fire Stations. The purchase of these apparatus allowed the GRFD to relocate their former platform/quints to Franklin and Bridge stations, ensuring that all frontline suppression apparatus have pumping capability. In May, another FEMA AFG grant request was submitted and was still pending at the end of 2009 for the purchase of needed equipment valued at \$325,760, including personal protective equipment and supplies.

At the conclusion of the FY09 budget on June 30, the actual general fund expenditures totaled \$23,170,943. Of that \$20,710,705 or 89.38% were attributed to personnel costs.

Revenues received in FY09 were \$935,125, although this was 5.8% lower than anticipated in the adopted budget, it was 21.5% higher than the FY08 revenues.

July 1, 2009 brought the beginning of the newly adopted FY10 budget of \$24,862,624 in expenses and \$915,602 of revenue. This new budget included a reduction in TAS from 238 to 230 as well as a number of position adjustments, mainly within the promoted ranks of suppression. These changes were simply the first of an unprecedented reduction in staffing that continued through the remaining months of 2009. October brought the elimination of three firefighter positions followed by an additional reduction of 23 positions in December, ultimately leading to the layoff of 22 firefighters. With further adjustments in the promoted ranks in suppression, and an early retirement agreement between City and Union leadership, 17 of the 22 were able to return to work. By the end of 2009 the fire department's FY10 budget had been reduced by \$1.3 million and the TAS from 230 to 204. One of the major changes took place in administration, with the elimination of an administrative Deputy Chief's position, now shifting the responsibility of the 24 million dollar budget and various other vital functions onto the remaining staff.

In November, the federal stimulus package provided \$210 million to be distributed nationwide through FEMA's Staffing for Adequate Fire and Emergency Response (SAFER) Grant program to be used for the hiring (or re-hiring) of firefighters. Based on the grant guidelines GRFD was eligible to submit a request to fund the total personnel costs of 17 firefighters for a two-year period. On December 31, 2009 the grant request was submitted with a dollar value of \$2,962,553. The awarding of these grants is expected to begin early in 2010.

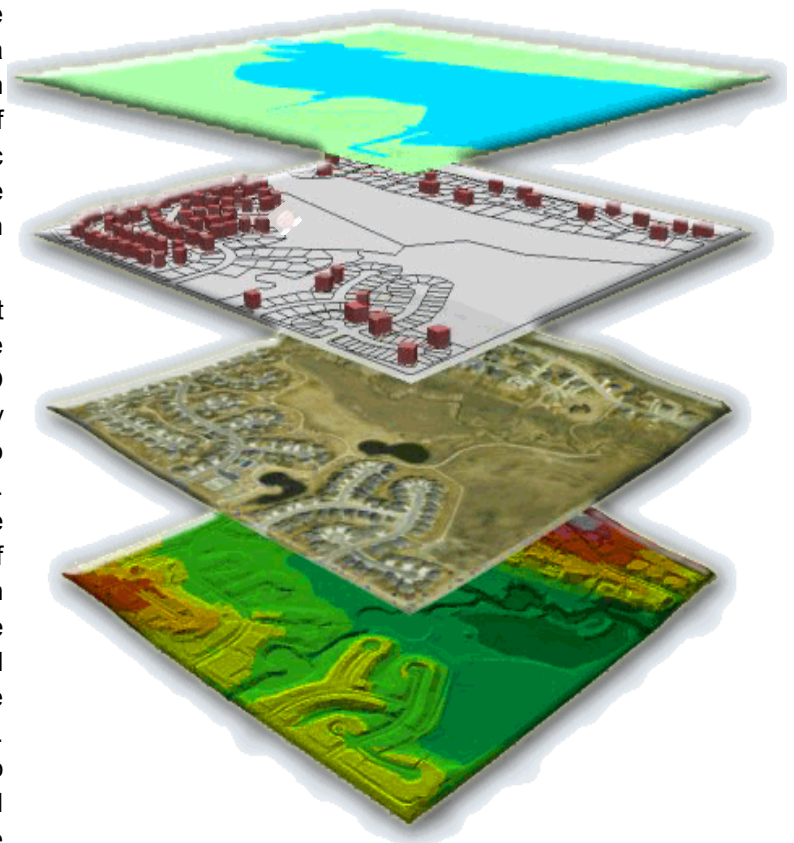


# STRATEGIC PLANNING

The Strategic Planning Office (SPO) was implemented in 2009 through the collaborative effort of the Grand Rapids Firefighters Union Local 366 and Fire Administration. It had become evident that our decision making abilities had been stretched to the extreme with the enormous amount of change occurring all around us. When responsible for the safety of an entire community, complicated and difficult decisions are part of the job. With the fiscal constraints of the city dictating major changes in our operational methods, these important moves had to be made on the proven method of statistical analysis in conjunction with the best practices of the industry. The small but proficient office of two personnel is charged with enhancing the abilities of GRFD's senior leaders, so that they may shape and manage the department's readiness and efficiency.

With all of the technological tools available today, it is possible to evaluate emergency service delivery at previously unattainable levels, increasing the safety of our members and ensuring maximum efficiency of the fire department's resources. Although modern innovations have brought the fire service a long way, many difficulties in GRFD's data require a large amount of formatting before the actual analyzation can take place. The SPO also performs research, utilizing some of the best agencies in the world as a template. Strategic planning, as its name would suggest, is at the core of the office, because it is our belief that, "If you fail to plan, you plan to fail."

The SPO has evolved, becoming an in-depth and integral part of GRFD's organization, compiling and coordinating all of the various data collected throughout the department. The SPO also provides support throughout the organization on a variety of special projects and needs. Providing applicable solutions to problems is key to being able to plan for our future successes. The SPO is responsible for overseeing the development of the department strategic plan, standards of cover and self assessment documents. The SPO also works closely with dispatch, ensuring that the data captured is an accurate portrayal. The new Dispatch Center's Computer Aided Dispatch (CAD) specifications were largely influenced by the SPO, resulting in several efficiencies and innovative features. By analyzing GRFD's past, developing an understanding as to why the current situations exist, correcting the deficiencies and looking towards the future, the SPO is helping to build the communities' fire department for tomorrow.





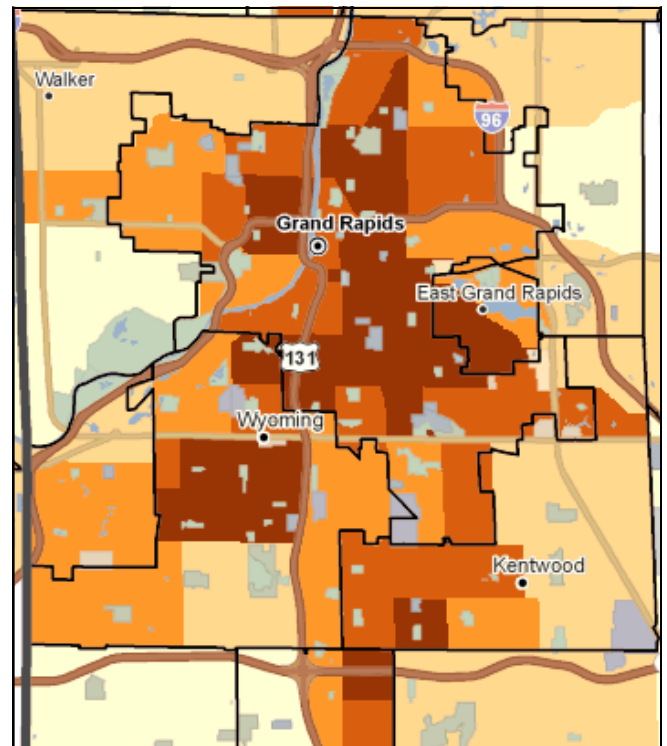
## Major undertakings in 2009 included:

- Initiation of a feasibility study for combining fire departments with surrounding communities.
- Establishment of formal response goals.
- Implementation of the Neighborhood Advocate Program in the GRFD, which assigns a firefighter to every Neighborhood Association in the city as a point of contact.
- Lean process for our dispatching standards which resulted in the elimination of unnecessary steps, reducing our response times.
- Assisted with laying out goals for our Performance Management Plan (PMP).
- Coordinating a detailed presentation for the City Council, Mayor and City Manager regarding our current service levels and how changes affect our service delivery.
- Created several layers in our Geographical Information Systems (GIS) program to better convey vital maps to selected groups; such as wards, battalions, neighborhoods, etc.
- Established a relationship with Grand Valley State University's Community Research Institute and worked closely with them to evaluate our city's socio-economic data in a useable format for our department.
- Coordinated a high risk project for the entire city, resulting in the identification of well over 1,117 structures encompassing 1,500 addresses that require additional manpower or resources in case of an emergency incident.
- Working towards achieving international accreditation by the Center for Public Safety Excellence (CPSE).
- Spearheaded department wide self-assessment, which spurred several process changes and creation of a multitude of official documents.
- Identified and implemented processes to correct several issues with how we currently capture data and record our findings.
- Substantial fire service contributor for a new CAD system, providing specifications to the Kent County Dispatch Authority (KCDA), to be implemented in January, 2011.
- Researched, analyzed, and purchased new fire management decision making software called FireView to be implemented in first half of 2010.
- Coordinated and created a process with Streets Department to adjust current traffic preemption devices, station traffic signal control, and future placement of such devices.



Center for  
Public Safety  
Excellence

Community Research Institute  
*Empowering communities with quality research and data*



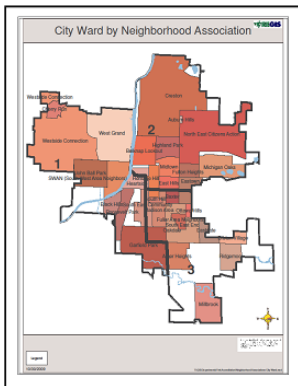
## HUMAN RESOURCES

**H**uman Resources duties are overseen by the Fire Chief, Deputy Chief of Operations, and the Deputy Chief of Fire Prevention Bureau & Emergency Management. It involves a wide array of services that positively impact department personnel. Three civilian personnel are responsible for these duties which include payroll, accounts payable and receivable, freedom of information act requests and benefit changes. The objective of these services is to maximize the return on investment from our organization's human capital—our personnel. It is the responsibility of the Fire Chief to see that these activities are conducted in an effective, legal, fair and consistent manner. GRFD also works closely with the City of Grand Rapids Human Resources Department for all hiring, promotions, transfers, terminations and retirements. This past year, human resource services required a large amount of time, as 34 positions were eliminated in 2009 leading to the layoff of 22 firefighters. To save as many positions as possible the department, in a two week time period, created an early retirement option and demoted 28 promoted personnel, resulting in 17 of the 22 layoffs returning to work. Although GRFD still has less personnel after the budget cuts, many of the junior personnel were able to keep their jobs due to this selfless act. This resource saving alternative was pushed through by the GRFD Administration, Grand Rapids Professional Fire Fighters Local 366, and the City's Managers Office. With the uncertainty on the horizon, the human resources aspect of fire administration will continue to work hard for our personnel, ensuring that they are treated fairly and with compassion, no matter the situation.



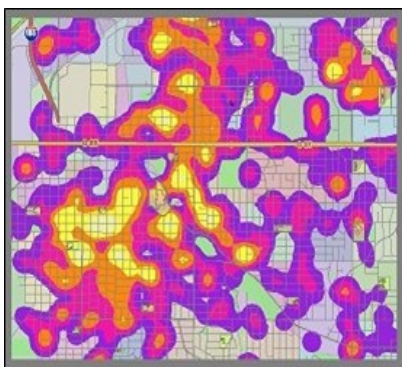
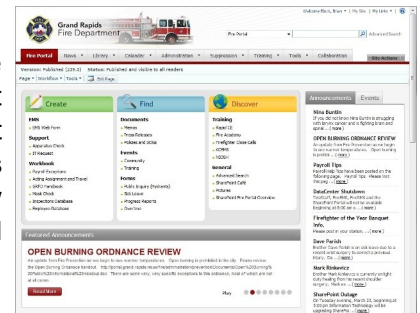
# INFORMATION TECHNOLOGY

The GRFD implemented a proactive Information Technology (IT) based office within Fire Administration to increase the efficiency and productivity of our personnel, while decreasing the downtime of equipment malfunctions. The initial step in this process was to conduct an in-depth analysis of the current equipment, programs and processes in place. Once accomplished, a formal plan was adopted; this included the first ever technology equipment replacement plan, allowing GRFD to keep the budgetary requests steady. Improved technology for our members has had positive results, allowing our membership to utilize more of the functions available to them. Immediate assistance for our fire stations through a dedicated IT person has also proved invaluable, as the fire department is highly reliant on technology before, during and after emergency calls, during prevention activities, and in department strategic planning.



Our Geographical Information System (GIS) needs continue to expand. The reorganization of the City's IT department caused additional need for GRFD to add a department IT person, as map requests had become quite time intensive and costly. The GRFD now produces the majority of the maps in-house, saving time and money, while still being able to graphically demonstrate our response performance to a variety of audiences throughout the community. One example of this occurred when our Neighborhood Advocates recognized the need to educate some Neighborhood Associations on the large tree trimming project that was scheduled to occur. Through GIS maps, we were able to show specific pockets of downed electrical wire calls that occurred during storms, thus proving the need to trim trees away from the power lines. The result: a safer community for all who live and work in those areas.

One of the biggest steps taken for the GRFD this year, through technology, was the implementation of SharePoint. SharePoint is an integrated suite of server capabilities that has helped improve organizational effectiveness by providing comprehensive content management and search capabilities. This in turn accelerated GRFD business processes and facilitated information sharing across all areas of the department. Vital information is now in one place, easier to maintain, and time sensitive information is more easily updated and disseminated to the department staff.



2010 proves to be another exciting year for technology in the GRFD with the expansion of SharePoint to include our Record Management System (RMS) and TeleStaff programs. Fire View is also being installed, which is a deployment analysis software that uses historical data to provide accurate projections, allowing us to make changes based on the best practices of the fire industry and our own internal data. A new Computer Aided Dispatch (CAD) program is being installed in the dispatch center operated by Grand Rapids Police Department (GRPD), and the GRFD has and will continue to be a major contributor to the fire service throughout its implementation. Finally, the apparatus mobile data terminals (MDT's) will be switching over to wireless cards, helping to eliminate "dead spots" found in the current setup, as well as save money, by no longer maintaining the antiquated towers that currently serve our mobile needs.





## FLEET AND BUILDING MAINTENANCE

The Maintenance Division of GRFD is responsible for the preventative maintenance and repairs of 70 vehicles and 11 Fire Stations. In addition to this core mission, the two personnel department, researches and outlines specifications for all new apparatus and station equipment, tests new products, handles and maintains all necessary records, and coordinates/schedules all activities outside of the division's capacity.



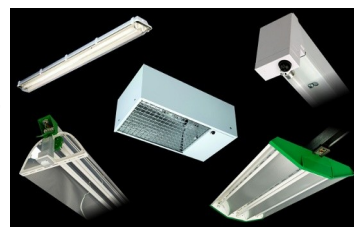
The GRFD fleet consists of a wide array of apparatus. The front-line apparatus include engines, rescue engines (rescues), 75' ladder quints (ladders), 104' platform quints (platforms), medical squads, and command vehicles. Secondary apparatus in the fleet are not staffed, but assist GRFD by providing a variety of specialized emergency response resources. These secondary apparatus range in size from tractor trailers for operations such as hazardous materials, WMD or even building collapse incidents, to boats and jet skis for expedient water rescue operations.

The newest additions to the fleet are two Seagrave 75' straight-stick ladder quints (see pg. 9 for details). This procurement permitted GRFD to house the new apparatus at Leonard Street Station and Kalamazoo Avenue Station, and then relocate the current platforms to Franklin Street Station and Bridge Street Station. This replacement of an older truck with a newer platform gave Franklin and Bridge Stations additional pumping capacity. Other major fleet changes consisted of LaGrave Avenue Station commissioning a new HME engine that was purchased the previous year and the refurbishment of three 2001 Ferrara engines to significantly extend the lifespan and improve reliability.



The 11 Fire Stations were built within the years from 1902 to 1987. Requirements include preventative maintenance and repairs of the facilities (which are operating 24 hours a day, 365 days a year) to ensure the highest level of functionality for the emergency responders. Franklin and Kalamazoo Stations also received face-lifts, with outfitting the offices to have a modern office layout, which better accommodates the increased technology requirements. Office upgrades are pending for LaGrave, Bridge, Burton, Leonard, and Monroe Stations. These projects will utilize office furniture that was donated to the GRFD, also utilizing interns from Kendall College to design the updated office layouts.

A lighting project, through rebate assistance, commenced in 2009 and will continue for several years. This involves replacing lights with upgraded energy saving light bulbs. Franklin, Bridge and LaGrave Stations are projected to save \$11,500 annually due to this upgrade. A plan for the remaining stations is complete and, as funds become available, the stations will be upgraded for a forecasted total saving of over \$40,000 annually. Another green project from 2008 included insulating part of LaGrave Station, resulting in a 30% reduction in heating costs for 2009.



In addition to these cost cutting efforts, a kitchen replacement was completed at Franklin and Bridge Stations. These large stations saw heavy use over the past several decades, and wear exceeded continual upkeep and repairs, deeming the kitchens unfit. The station enjoys a commercial style kitchen, which provides a user and maintenance friendly kitchen.

A roof survey including infrared scans was completed in 2009. The survey provides valuable data to be included in future planning for GRFD stations.



## AWARDS COMMITTEE

The Awards Committee was started in 2004 to honor the heroic and selfless acts performed by the men and women of this fire department. There are nine members who volunteer their time to manage the many committee needs, review recommendations submitted by personnel and plan the GRFD Annual Awards Ceremony. The 2009 GRFD Awards Ceremony was held on October 22 at the John F. Donnelly conference center, located on the campus of Aquinas College. Ninety six members of the department and one civilian were recognized at the event, featuring remarks from City Manager Greg Sundstrom, Fire Chief Laura Knapp and Local 366 President Joe Dubay.



The honor of 2009 Firefighter of the Year was awarded to Kristy Kehl. The award is sponsored by the American Legion, Furniture City Post 258. Kristy's commitment to fitness, in conjunction with her endless supply of energy for department activities enabled her to become the first female ever honored with this accolade. This was a well deserved honor for her volunteer work and fundraising efforts, all to better the community she serves.

The highest award given this year was the Medal of Valor, bestowed upon veteran Captain Tom VandeWater of Bridge St., Engine Three, for his heroic actions in a burning West-side home. With an elderly man trapped inside, Captain VandeWater pushed ahead through the hazardous conditions and found the seventy one year old man in his own bed, overcome by smoke. The Captain and his crew were able to move the man outside where resuscitation efforts started. This fire also resulted in a Unit Citation awarded to all responding companies for their teamwork, knowledge and professionalism exhibited during this incident.



Kate Bazen, a nineteen year old college student was also honored for her quick thinking and selfless acts. While mowing lawns for her summer job, she noticed an elderly woman trying to extinguish a kitchen fire, but the situation was getting worse by the second. With no time to spare, Kate scaled a fence, entered the burning kitchen, extinguished the fire and helped the seventy six year old woman outside for some fresh air. It is for these actions that she received the Citizen's Valor Award which embodies the true spirit of citizenship.

Inspector Joe Durham was awarded the Medal of Merit for his relentless work in developing a comprehensive high rise safety program which helped to facilitate the implementation of an approved emergency plan in these large buildings. The City of Grand Rapids has 184 high rise structures inhabited by tens of thousands of residents, workers and visitors. They are now safer, both before and during an emergency, thanks to Joe Durham and his fire protection expertise and program implementation skills.



Firefighter Harry Damon was awarded the Civic Award for his selfless actions in honor of his late son. He initiated a "transplant chain" by donating a kidney, which led to four people receiving kidney transplants from total strangers. This act also spurred the relatives of other recipients to donate organs, giving others a chance at leading normal lives. Firefighter Damon's compassion for his fellow human beings is truly amazing.



# FIRE PREVENTION BUREAU AND EMERGENCY MANAGEMENT

**An ounce of prevention is  
worth a pound of cure.**

Benjamin Franklin  
Volunteer Firefighter





## FIRE PREVENTION BUREAU AND EMERGENCY MANAGEMENT



2009 was another eventful year for the Fire Prevention Bureau (FPB) and Emergency Management Division, requiring the dedication and skill from the employees to accomplish the many tasks necessary to ensure the safety of our community. Since Grand Rapids is a vibrant and diverse community, there are always a multitude of public venues presenting wonderful opportunities for our area, but along with that comes a very real hazard of emergencies due to improper planning, flammable displays and overcrowding issues making egress difficult. The proficient staff of the FPB work hard to protect the safety of all who visit and reside in the City of Grand Rapids.

I would like to commend the educational endeavors of our Inspectors, as they are now all certified at the National Fire Protection Association Inspector Level Two. Any community would be fortunate to have one inspector with this level of knowledge, but Grand Rapids has all six inspectors certified at this level. In addition to these duties, the majority of our fire inspectors are also cross trained as fire investigators, with the last two members completing the nationally recognized Fire Investigation Level One school in 2009, raising our division total to four investigators.

Collaborative effort has been the theme this past year, with several positive and productive initiatives. With input from several City and County departments, the GRFD took part in multiple educational seminars intended to make the licensing process for local establishments more easily understood, with the added benefit of making a safer environment for all who utilize these public areas. A billboard and television campaign saw area wide success in conveying the message "Fire Safety Is In Your Hands." We would like to thank Fox 17, Vanguard Fire and Security, Calvin College, as well as CBS outdoor for making this possible. Finally, GRFD is partnering with the City's building department to provide plans review and technical expertise for the installation of fire and life safety systems in new and remodeled buildings, eliminating unsafe conditions before they start.

2009 saw the Emergency Management Division, staffed by .5 of a Full Time Employee, accomplish numerous proactive initiatives to meet State and Federal requirements, while working closely with Kent County's Emergency Management Coordinator. Serving on several local, regional and statewide boards has kept the City of Grand Rapids up to date with the latest happenings, including the updating of several emergency plans to reflect industry changes.

2010 will undoubtedly bring with it a host of challenges, but both the FPB and Emergency Management Division are continuously improving and ready to keep our city safe.

Deputy Chief  
Gary Szotko



# INSPECTIONS

The FPB is responsible for conducting inspections in all existing buildings within the City of Grand Rapids. The FPB also inspects all new construction projects where the primary focus includes Fire and Life Safety Systems (LSS); specifically automatic sprinkler systems, fire alarm systems, emergency evacuation notification, kitchen hood and clean agent suppression systems.

Buildings need to be maintained as they were designed for the safety of occupants, customers, passing citizens and emergency responders. The FPB educates occupants/owners that may not be familiar with the hazards and safety requirements in their building. Some educational pieces include:

- How and why the buildings were designed.
- How LSS were installed and maintenance/inspection requirements.
- What and why the buildings have a maximum capacity.
- Exiting components including: Evacuation procedures, aisles to exit doors, exit signs and emergency lights, ensuring that all doors are unlocked for egress.

Contained within the jurisdiction are approximately 1700 different addresses with over 2500 records of LSS's. Inspections are conducted for a variety of reasons, providing a mechanism for the FPB to identify building needs, including licensure, installation or maintenance required on a LSS, or other code items. Inspection activities allow the FPB to work with businesses and contractors for initial and follow-up verification of all systems to ensure proper working order in the event of a fire or emergency egress situation.

During 2009 the FPB started an initiative on high rise buildings due to the high risk associated with this structure type. High rise buildings range in business types and classifications within the City and may now have different uses from the buildings original design. The project provided emergency evacuation plans, verification of proper LSS's, to ensure proper licensure, and may have changed building requirements all together

In an effort to streamline FPB operations, the highly motivated staffed created several new forms, documents and databases. The documents were implemented resulting in an estimated total savings of 1,885 hours annually, allowing time to further enhance other programs. The documents include:

- New Inspection Report and Short Form Violation Notice.
- Fire Company Inspection Database (Suppression Personnel Use).
- Self-Inspection Post Card for typical code violations.

The FPB inspection goals for 2010 are to complete the downtown high-rise and emergency planning process, including ensuring redeveloped factories are being coordinated with the Development Center to verify that proper approvals were obtained. There is also an expanded focus to include Mercantile Occupancies (stores), high risk occupancies with no LSS's, vacant buildings, businesses that require Operational Permits and businesses whose normal operating hours are in the evening.

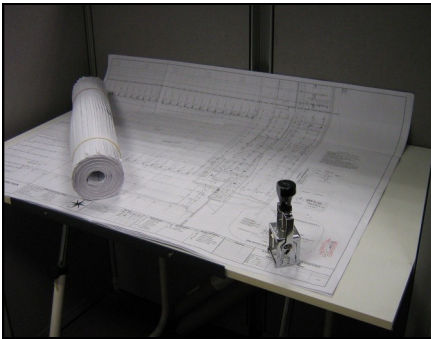


## PLANS REVIEW

The FPB partners with Grand Rapids Building Department to provide plans review and technical expertise for the installation of fire and LSS's in new and remodeled buildings. Additionally, Inspectors are available to Building Department personnel for general LSS's plans review assistance in the areas of egress, construction, passive fire protection systems and maximum occupant load issues, spending an average of 20 hours a week at what was the City's Development Center.



In 2009, FPB personnel reviewed approximately 120 plans for automatic sprinkler installations, ranging in size and complexity from single-room remodels to large high-rise buildings, sports complexes, and multi-phase retirement complexes. Automatic sprinkler plans review includes ensuring that fire protection water design densities are appropriate for the hazard(s) present, adequate equipment is specified, and the design provides sprinklers in proper locations. Additionally, standpipe systems and fire pump installations are reviewed for adherence to the necessary standards.



Inspectors reviewed approximately 50 plans for fire alarm systems. Fire alarm system review includes checking that appropriate equipment is specified, ensuring that fire detection and alarm notification devices are present in the correct locations, and that system capabilities are sufficient to properly protect the occupancies involved.

Inspectors also assist the mechanical plans reviewer to ensure that kitchen hood suppression systems and other suppression systems are appropriately designed.

In addition to formal plans reviews, inspectors provide consultation regarding fire protection water supply, fire department apparatus access, and other fire-related issues in the context of the City's Design Team, where developers, architects, and engineers present proposed plans to identify potential issues before formal plan review takes place.



GRFD fire inspectors also provide feedback to the City Engineer and Water Departments regarding fire hydrant placement and fire department apparatus access during the planning phase of street improvements in the City.





## PUBLIC EDUCATION

In 2009, the FPB provided fire safety education to the residents and business owners of the Greater Grand Rapids Metro area through a billboard message program, specifically focused on public safety messages, elementary school classroom visits, and a directed approach using in-depth seminars intended for specific groups. Fire prevention education covered a wide range of subjects, provided needed information to specific target groups, and contributed to equity-building in the City.

GRFD reached hundreds of thousands of people through public service announcements (PSAs) aired throughout the day by WXMI Fox 17 television station. The spots were produced by a collaborative effort involving GRFD, Calvin College, and WXMI Fox 17. The thirteen PSAs written, filmed, and edited by the group provide a wide variety of fire safety messages covering the most common causes of fires and conveying them in a personal and direct manner. These essential safety messages are aired throughout the day and reach people from Muskegon County to the Indiana border, and from Lansing to the Lakeshore.

One identified target audience for the fire safety messages was young adults who are living independently for the first time. Copies of these PSAs were distributed to all local colleges and universities for use on their campus television stations and residence hall information monitors. The distribution list includes: Grand Valley State University, Ferris State University, Michigan State University, University of Michigan, Calvin College, Davenport University, Cornerstone University, Hope College, Aquinas College, Kalamazoo College, and Grand Rapids Community College. Spectrum Health/Hospital Group also received copies for their employee training and for display on their information monitors.



The combination of these initiatives earned GRFD the City of Grand Rapids' "Team of the Year" award for 2009. Additionally, the PSAs are being considered for the IAFF 2010 Media Awards Contest under the Best Project section.

Another cooperative effort spearheaded by GRFD with all the Greater Grand Rapids Metro Area Fire Departments was a Fire Safety Poster campaign using a common fire safety image and the message of "Fire Safety Is In Your Hands". By working with all the local departments GRFD was able to relay a consistent message over a wider demographic in both English and

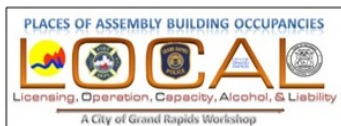


Spanish. These posters are being displayed on public buildings and schools throughout the greater Grand Rapids Metro area with the potential of reaching thousands of people during their daily activities.

Additionally, the FPB engaged in a Billboard Campaign with help from Vanguard Fire and Security, Inc., and CBS Outdoor. For five weeks around Fire Prevention Month, five billboards (English and Spanish) in prime locations throughout the City, neighborhood gateways and downtown entry points, reinforced the common fire safety message of "Fire Safety is in Your Hands." Each of the five billboards were viewed up to 86,380 times/day, or 15,116,500 total views over the five weeks. However, the actual impact is far greater because CBS Outdoor has agreed to use the fire safety messages on billboards that are without contracts throughout the greater Kent County area.



The FPB has designed multiple educational seminars intended to build equity with assembly business owners (bars, restaurants, concert halls, etc.). Input from several City/County departments, including GRFD, City Clerk's Office, City Attorney's Office, Building Department, GRPD Vice Unit, the Office of Special Events, and Michigan Liquor Control Commission, was utilized to reach and educate the business owners/operators about the legal and code issues that regulate their operations. An additional goal of clearing up perceived misunderstandings between the businesses and enforcement entities resulted in turn creating a safer and more effective environment for local businesses and their patrons. Program presentations were made to groups from LOCAL, ArtPrize, ArtPeers and Event Planning for SMG Inc., Amway and JW Marriott.



The FPB continues to provide other educational presentations for schools, churches, community groups and resident halls on a request basis.

All suppression companies provide 2<sup>nd</sup> grade fire safety presentations to the city's students. Additionally, suppression companies re-enforce fire safety messages during Fire Prevention Month by observing and supervising state-mandated fire drills.

Finally, the FPB is active in directing the State's fire safety education program. A FPB member serves as Chairperson for the Michigan Fire Inspector Society's Public Education Committee and a member in the local College Safety Committee.



## Fire Safety Is In Your Hands!





## SPECIAL EVENTS

The FPB is responsible for indoor and outdoor safety at Special Events in the City of Grand Rapids. This includes many different types of undertakings including parties, festivals, concerts, carnivals, prescribed burns, and ceremonial bonfires to name a few. The FPB members have made special events a priority, in addition to standard duties. This essential service for the citizens of Grand Rapids and its many visitors offers safety and prevents property loss.



Grand Rapids is home to a 13,184 seat arena, nearly half-a-million square feet of “under roof” convention space and 2,000 acres of parklands, that accommodate hundreds of indoor and outdoor special events annually. The FPB works closely with the Office of Film, Music, and Special Events (OFMSE) for events held on public property. For private events the FPB works with individual organizations, building owners, and event coordinators. The application of the International Fire Code is used to provide standards for crowd management, emergency evacuation, and fire safety.



The FPB is involved with all Pyrotechnic use as well. In 2009, over a dozen, high profile pyrotechnic events were approved; ranging from the flame-effects of Trans-Siberian Orchestra to large shell outdoor firework displays over the Grand River.

Notably, this was the first year GRFD permitted and supervised a prescribed burn at the Lambertson Lake Fenn Preserve. This operation provided relief for specific vegetation in a one acre controlled wildland fire, and was without incident.

The inspectors were also responsible for assuring the normal operation within assemblies, done through capacity inspections during holidays such as Saint Patrick’s Day, Halloween, Thanksgiving Eve (busiest bar night of the year), and Hot FM New Years Eve Party.



ArtPrize, the world's largest prize awarded for an art exhibition fair held its inaugural year in 2009, after just four months from concept to event. During the events span of two weeks, over 200,000 visitors and nearly 400,000 votes were cast for art exhibits displayed by 1,200 artists in 160 venues (indoor and outdoor spaces). The FPB led safety efforts to educate and perform safety reviews for each building and associated event. Several ideas on ways to make next years event better and safer are already in the works.



Private events were in no short supply during 2009, with events of various scale attracting both local and international attendees. Many events required close supervision due to dramatically changing the real estate. Such events include the ACTIVESITE Arts exhibition in the Flat Iron Building, or the man-made urban mountains and lakes during Rail Jam (snowboarding) and Wake Wars (wakeboarding) which dazzled spectators. Grand Rapids was safely monitored during these events by the FPB.

For the Grand Rapids community, the FPB was involved at every turn. Expected events like Festival of the Arts, Celebration on the Grand, and Fourth of July drew the usual heavy crowds, through pre-event planning the crowds were shrouded with an invisible safety umbrella. There were also many cultural events, such as two Native American Pow-Wows, Hispanic Festival, Polish Festival, and Taste of Grand Rapids, which were all approved for safety by the FPB.

Other events included suppression crews attending the homecoming of fallen soldiers, to remember and honor their service. Art and entertainment were showcased safely in buildings like the Tanglefoot, the UICA, and at Destination: 1111. Rob Bliss, a local college student/event organizer, complied with safety regulations in preparation for the tens of thousands participating in the World Record Zombie Walk, Electronic Music Festival, and the Paper Airplane event for ArtPrize. Hundreds of cars rolled down 28<sup>th</sup> Street during MetroCruise. Overall the FPB provided safety and supervised well over 100 private/public events for the citizens of Grand Rapids and its more than three million visitors.





# INVESTIGATION

All investigators within the FPB are cross-trained as both fire prevention inspectors and fire investigators. Each member is certified as an NFPA Inspector-II and has completed the nationally recognized Fire Investigation-I school sponsored by the Michigan State Police. This cross-training enables the inspectors/investigators to utilize elements from both functions to enhance performance of their other duties. In 2009, two additional members of the FPB successfully completed the nationally recognized Fire Investigation-I school. The total number of fire inspectors who are cross-trained to conduct fire investigations is now at four. Other specialized fire investigation training includes techniques in interviews and interrogations, the detection of deception in written statements, fatal fire scene investigations and advanced arson investigation techniques.

The job of the fire investigator is to utilize a scientific process to determine the origin, cause and development of a fire or explosion. The fire investigators must conduct a complex investigation through scientific methods in order to develop an opinion as to the origin and cause of the fire or explosion. These findings are important in the prevention of life and property loss, as well as necessary to pursue the prosecution of criminal activities.

In order to provide coverage outside of business hours, each investigator rotates on-call responsibilities to make an investigator available at the request of the fire scene Incident Commander. The GRFD fire investigators also conduct fire investigations for neighboring jurisdictions upon request. In 2009, fire investigators extended their services to City of East Grand Rapids (EGR), Cascade Charter Township and Grand Rapids Charter Township.

It is also a function of the investigator to maintain a close working relationship with outside agencies. The Grand Rapids Police Department (GRPD), Kent County Prosecutors office, Grand Rapids City Attorney's office, the Bureau of Alcohol, Tobacco and Firearms (ATF), insurance companies and the Michigan State Police are all agencies that fire investigators must work with on a regular basis to reduce the number of arson fires.

Fire investigations show that in 2009 GRFD had 658 fires, of that 616 fires were accidental in nature, while 42 (6.8%) were intentionally set. GRFD had 364 structure fires in 2009, 136 (37.3%) were from cooking which was the leading cause and 49 (13.5%) were due open flame from cigarettes/candles/lighters/etc. A total of three fatal fires were investigated, (two in City of Grand Rapids, one in EGR) and additionally, the number of arson related arrests totaled eleven.

## 2009 Fire Investigation Bureau Summary

Action	Number	Hours
On Scene Investigation	148	622
Interviews	34	63
Court Preparation	10	33
Court		3
GRPD	7	25
Mutual Aid		3
Training		18
Personal Development	22	77
RMS Reporting	95	456
Public Education	1	0.5
<b>Total</b>	<b>317</b>	<b>1300.5</b>



# EMERGENCY MANAGEMENT

## *Emergency Management: Being Prepared...*

Emergency management is the planning and preparation for, response to, mitigation of, and recovery from all hazardous emergencies. Generally, this type of an event is unplanned and can be best related by those of us in Michigan to a severe weather situation. Being prepared is not just for emergency responders and city departments. Each citizen and organization within our community needs to plan and prepare as well, because disaster can strike quickly and without warning.

In 2009, the Deputy Fire Chief overseeing Emergency Management accomplished the following in order to meet state and federal requirements, as well as to develop and build stronger working relationships with the various organizations that make up the Greater Grand Rapids and Kent County community:

- GRFD serves as the City of Grand Rapids representative to the Kent County Local Planning Team for emergency management. Through regular meetings and projects the GRFD assists the Local Planning Team in many endeavors.
- GRFD serves as a delegate for the City of Grand Rapids on the Michigan State Police Emergency Management Division-Department of Homeland Security Region 6 (13 counties) Planning Board and four sub-committees. Regular meetings are attended to coordinate the distribution and use of Department of Homeland Security grant funds for the city, county, and region to meet Homeland Security objectives and strategies.
- GRFD serves on the Metropolitan Medical Response System (MMRS) Executive and Steering Committees to prepare and plan for medical surge and mass casualty incidents within the Greater Grand Rapids, Kent County and surrounding areas.
- GRFD Emergency Manager provided National Incident Management System (NIMS) training through collaborative efforts with Lt. Jack Stewart, Kent County Emergency Management Coordinator, to over 335 people from local government, local school districts, businesses, and human services organizations within Kent County.
- Updated Mass Evacuation and Animal Evacuation Plans for City of Grand Rapids.
- Participation in planning and conducting four Kent County and two Region 6 exercises.
- Coordinated the upgrade of the City of Grand Rapids Warning Sirens for emergency notification.
- Coordinate response for the H1N1 outbreak with Risk Management, Kent County Public Health, and the local medical community.
- Assisted in the development of a Regional Water Safety Consortium with the Department of Homeland Security, West Michigan Protective Security Advisor.
- Update City of Grand Rapids Emergency Action Guidelines.
- Created the first GIS Mapping Tool in the State of Michigan, for Critical Infrastructure and Key Resources located in City of Grand Rapids and Kent County by partnering with the Department of Homeland Security, Michigan State Police, and Kent County Emergency Management.



The ongoing interaction with our preparedness partners at the local, regional, and state levels has also provided the City of Grand Rapids with Department of Homeland Security grant funds for planning, equipment, training, and exercising.

In an effort to address the ongoing needs and demands of community preparedness with limited resources, it becomes even more imperative that we foster the relationships and plans developed thus far. GRFD will continue to creatively work with our community partners to meet these preparedness challenges in 2010.





A large, faded American flag serves as the background for the page. The stars and stripes are visible but semi-transparent, allowing the text to be the primary focus.

# OPERATIONS

**Individual commitment to a group effort - that is what makes a team work, a company work, a society work, a civilization work.**

Vince Lombardi



## OPERATIONS DIVISION



**T**he Operations Division is responsible for preparation and response to a wide variety of emergencies including but not limited to fires, emergency medical situations, automobile and industrial machinery extrications, hazardous materials releases, WMD incidents, water/ice rescues, confined space and high angle rope rescues, building collapse and trench (earthen) rescues.

All Operations Division personnel, with the exception of the Deputy Chief of Operations, work a 50.4-hour workweek in 24-hour shifts, responding from eleven fire stations strategically located throughout the City. Two Battalion Chiefs are assigned as supervisors and shift commanders for each of the three shifts which include five Engine Companies, two Rescue Companies, four Ladder/Platform Companies and three Medical Squads for a daily average of 41 firefighters on duty. 2009 presented several unique challenges including a major reorganization of our fire suppression staff and apparatus.

In addition to emergency response capabilities in our fine city, GRFD also responds to fires in the cities of Kentwood and Walker, as well as the Plainfield Charter Township through automatic aid agreements between the departments. Automatic aid agreements allow the closest resources, regardless of jurisdiction, to respond; this saves cost for all involved and allows a higher level of service to the customers. The GRFD continues to work with other area departments to collaboratively partner and provide needed emergency aid in the metro area. The GRFD serves a population of over 197,000 within the city proper, with a daytime population that exceeds 320,000. In addition to the normal daily fluctuations, we experience large population swings during special events at any of our multiple entertainment venues. The City encompasses 45.3 square miles and is classified as a Metropolitan area as defined by the Center for Public Safety Excellence.

The GRFD strives to have the highest levels of performance. The goal of the first unit arriving to an incident is 6.5 minutes from the initial call for help until our apparatus arrives. Also, the goal for an effective response force (full complement of personnel), to an incident is 10.5 minutes. These are benchmarks that enable the GRFD to provide an effective suppression/response force to an incident scene to mitigate the incident and its effects upon the community. In 2009, the department answered 18,709 emergency alarms. 364 of those were structure fires resulting in \$8,439,928.21 in losses and \$345,520,911.32 in saved property. There were three deaths related to fire in 2009, with two located in the City of Grand Rapids and one in City of East Grand Rapids.

Approximately 68% of responses by suppression personnel are related to medical emergencies. Once again, the GRFD strives to have an apparatus on the scene in 6.5 minutes 90% of the time to assure the best possible survival rate for those suffering a possible life ending event.

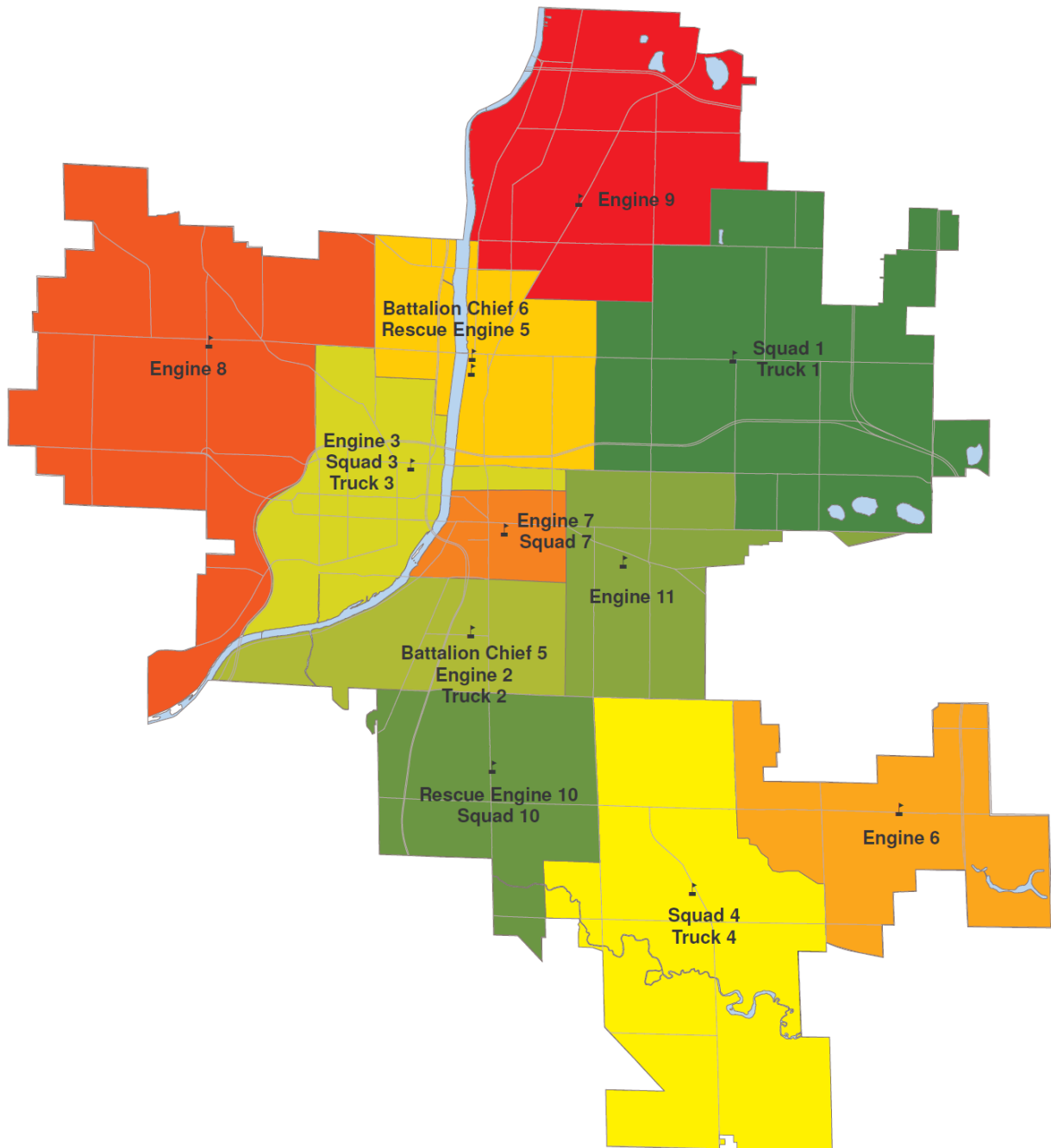
The GRFD is a multifaceted resource for the City of Grand Rapids and its neighboring communities that is capable of providing an "all hazards response" to any emergency situation. The GRFD is proud to be public servants for the City of Grand Rapids, and stand by, at the ready, for when citizens call upon them to help in the event of any natural or man-made incident.

Acting Deputy Chief of Operations

Gerard Salatka



# Grand Rapids Fire Apparatus in 2009



## Legend

Fire Stations

10/15/2009

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## BRIDGE STREET FIRE STATION (#3)

Established in 1966 at the corner of Bridge and Winter, just West of the river and downtown Grand Rapids, it continues to be one of the busiest stations with regards to call volume in the entire city, and is a pillar in their West Side community. In 2009, Bridge staffed Engine 3 and Truck 3 on a daily basis and Squad 3 as staffing permitted for a range of 6 to 8 personnel.

In addition to the normal emergency responses, this station is the main river and ice rescue station for the entire city. To accomplish this mission, it requires a large amount of specialized equipment, training and dedication to brave the swift moving waters of the Grand River, no matter the season. Additional apparatus available as needed are 3B (a brush truck with plow), Rescue 47 (tow vehicle and custom built rescue deck flotation device)

and Rescue 49 (tow vehicle and Boat 1).

Other unique duties assigned to this station are a metal fabrication shop which allows personnel to make hydrant wrenches, specialized tools and metal repairs in house. A wood working shop is used to repair cabinetry and produce custom storage boxes for the city's fire apparatus. The station not only makes items, Bridge stores them as well, serving as the fire departments supply warehouse, filling all of the requisitions for station supplies as needed.

A much needed kitchen renovation was planned for, budgeted and carried out in calendar year 2009. This replaced the dilapidated kitchen with a much cleaner and easier to maintain stainless steel version. It has already come in handy on several community events, such as hosting the "Dinner at the Engine House"

winner for the Steepletown Auction. Numerous school and group tours were conducted, as well as helping out neighbors with all problems, big and small.

Upcoming changes in 2010 include a platform quint being placed in service (instead of an engine and ladder) and the medical squad to once again be staffed when possible. Energy efficiency is also on the radar for next year, with many small but effective improvements planned, resulting in being good stewards of the environment and the taxpayer's money.



### Temporal Analysis- Shows the emergency call activity by Day of Week and Hour of Day

2009-EMS	1 Mon	2 Tue	3 Wed	4 Thu	5 Fri	6 Sat	7 Sun	Total
00:00-00:59	5	6	9	11	10	11	12	64
01:00-01:59	8	4	4	6	6	10	12	50
02:00-02:59	6	3	5	14	8	10	10	56
03:00-03:59	7	2	5	3	4	5	8	34
04:00-04:59	7	3	2	4	6	6	12	40
05:00-05:59	3	7	2	6	4	5	3	30
06:00-06:59	5	3	0	4	3	3	1	19
07:00-07:59	8	10	9	4	8	3	5	47
08:00-08:59	6	11	14	10	10	3	7	61
09:00-09:59	9	12	17	7	15	17	10	87
10:00-10:59	9	16	17	12	16	8	9	87
11:00-11:59	14	11	9	8	7	16	7	72
12:00-12:59	15	16	20	19	14	10	11	105
13:00-13:59	17	15	14	14	6	13	5	84
14:00-14:59	14	16	18	15	12	13	19	107
15:00-15:59	14	26	16	12	13	14	18	113
16:00-16:59	12	15	21	14	20	11	8	101
17:00-17:59	15	21	8	16	12	13	19	104
18:00-18:59	8	10	16	12	13	17	6	82
19:00-19:59	18	10	20	6	10	13	10	87
20:00-20:59	11	12	17	14	16	18	8	96
21:00-21:59	12	12	12	11	7	7	10	71
22:00-22:59	12	15	13	11	8	12	12	83
23:00-23:59	7	10	9	5	10	13	9	63
Total	242	266	277	238	238	251	231	1,743

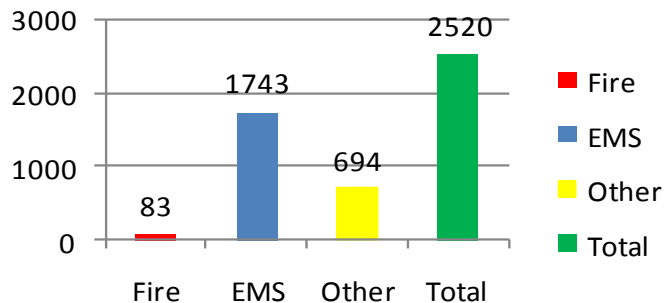
2009-FIRES	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	0	0	0	0	0	0	0	0
01:00-01:59	0	1	0	0	0	0	2	3
02:00-02:59	1	0	0	0	0	1	0	2
03:00-03:59	0	1	0	0	1	1	0	3
04:00-04:59	0	0	0	0	0	0	0	0
05:00-05:59	0	0	0	1	1	1	0	3
06:00-06:59	0	1	1	0	2	2	0	6
07:00-07:59	0	1	0	0	1	0	0	2
08:00-08:59	1	0	0	1	0	0	0	2
09:00-09:59	0	0	0	0	0	0	0	0
10:00-10:59	1	0	1	1	0	0	0	3
11:00-11:59	1	0	0	0	0	0	1	2
12:00-12:59	0	0	0	1	1	1	1	4
13:00-13:59	0	0	0	0	0	0	1	1
14:00-14:59	1	1	0	2	2	0	0	6
15:00-15:59	1	0	0	0	1	2	1	5
16:00-16:59	0	0	1	3	0	1	1	6
17:00-17:59	1	0	0	1	1	1	0	4
18:00-18:59	0	1	0	0	0	0	2	3
19:00-19:59	2	0	1	1	0	2	2	8
20:00-20:59	0	0	1	0	1	0	0	2
21:00-21:59	1	0	0	0	0	2	1	4
22:00-22:59	1	2	1	0	1	1	1	7
23:00-23:59	0	6	0	0	0	1	0	7
Total	11	14	6	11	12	16	13	83





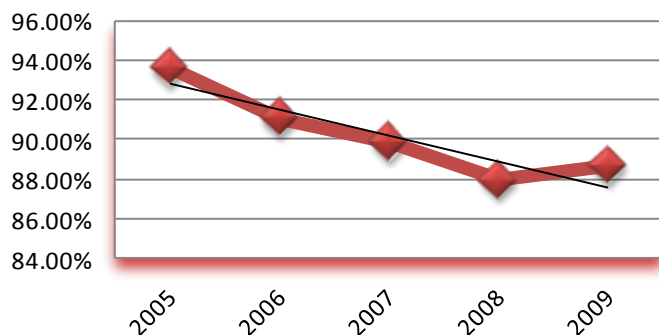
## 2009 Incident Summary

### Bridge St. 2009 Incidents



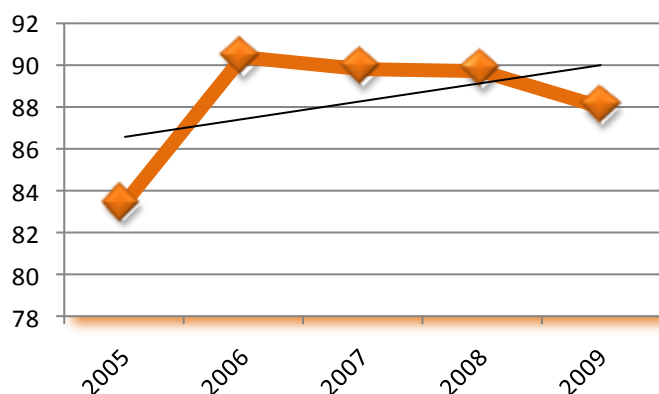
## Distribution

### Bridge % Compliance at 6.5 Minutes



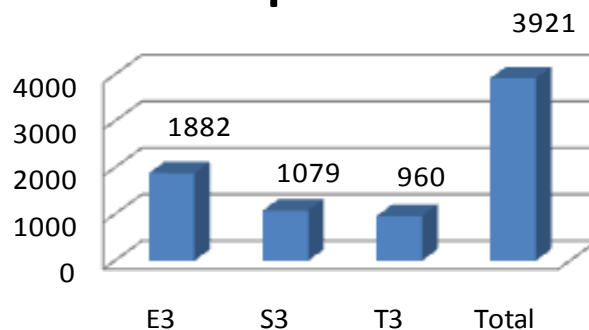
## Reliability

### Bridge % of Reliability



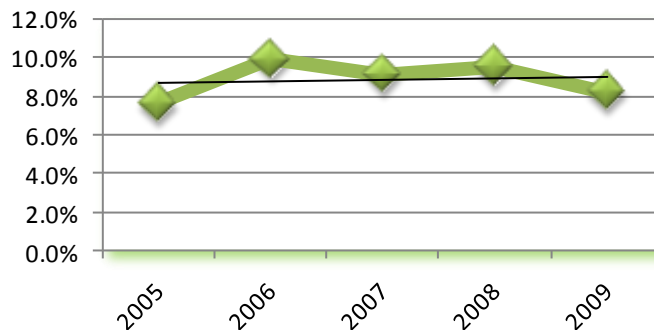
## 2009 Apparatus Responses

### 2009 Bridge Apparatus Responses

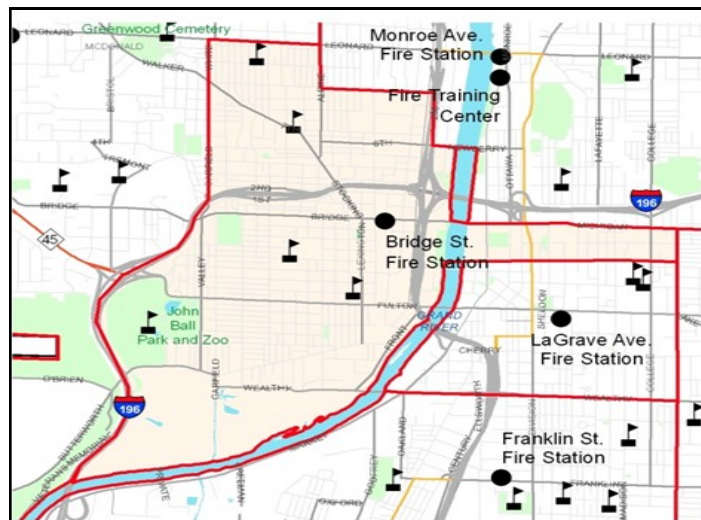


## Simultaneous Calls

### Bridge Simultaneous Call %



## Station District



## BURTON STREET FIRE STATION (#6)

Opened on April 16, 1981 at 2941 Burton SE, this station houses Engine 6 and a reserve piece of apparatus. Located amongst many neighborhoods, Burton St. capitalizes on this by interacting routinely with the citizens. A fire safety presentation was conducted for the Breton Neighborhood Association with over eighty people learning vital fire safety information and the many job functions of a firefighter. Crews also attended over fifteen block party/charity events in the area, with a large public event at Toyota of Grand Rapids where children could get DNA and photo recording and fire safety literature.

Down the street from the station is Calvin College with whom a great working relationship has been established. This

past winter, Engine 6 assisted with filling the Ice Rink and two crews participated in hands-on demonstrations of hydraulics for several engineering classes. In addition to the sprawling college campuses and high number of densely populated apartment complexes, the Burton St. Fire Station is also charged with safeguarding the terminal of the Gerald R. Ford International Airport, a collaborative effort between many agencies.

Outside of emergency responses, Burton's crews inspected over 52 building inspections, ensuring the safety of all who frequented those structures. Updating district response information for the CAD system was also a major undertaking. Fire safety presentations to seven

elementary schools also kept the crews busy. Station maintenance included rewiring the shop area and repairing furniture to extend its useful life.

In 2010, Burton Station will be getting a refurbished fire apparatus, continue SCBA fit testing for the South Battalion, and training with Kentwood, to further enhance an already great working relationship.



### Temporal Analysis- Shows the emergency call activity by Day of Week and Hour of Day

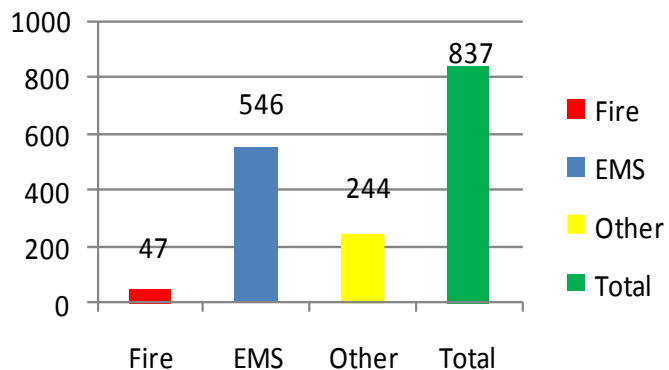
2009-EMS	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	2	2	0	5	2	3	0	14
01:00-01:59	1	2	2	2	0	5	0	12
02:00-02:59	1	3	1	1	3	2	3	14
03:00-03:59	1	2	2	2	2	3	1	13
04:00-04:59	2	2	4	0	0	0	0	8
05:00-05:59	3	1	0	1	7	1	0	13
06:00-06:59	0	0	1	1	2	1	0	5
07:00-07:59	3	3	3	5	5	3	2	24
08:00-08:59	3	2	3	2	7	2	5	24
09:00-09:59	5	3	0	5	1	0	4	18
10:00-10:59	3	3	5	6	10	8	5	40
11:00-11:59	5	5	4	5	8	1	2	30
12:00-12:59	6	6	5	8	7	5	4	41
13:00-13:59	7	3	3	6	10	3	6	38
14:00-14:59	3	3	5	4	2	4	3	24
15:00-15:59	6	6	5	2	1	3	5	28
16:00-16:59	4	2	3	7	3	3	5	27
17:00-17:59	3	1	2	3	5	3	5	22
18:00-18:59	5	7	5	2	7	2	1	29
19:00-19:59	5	2	6	7	6	6	2	34
20:00-20:59	5	1	3	2	5	7	7	30
21:00-21:59	1	2	2	2	1	7	3	18
22:00-22:59	2	5	3	2	5	4	5	26
23:00-23:59	2	4	0	3	1	2	2	14
Total	78	70	67	83	100	78	70	546

2009-FIRES	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	0	0	0	1	0	0	0	1
01:00-01:59	0	0	0	0	0	0	0	0
02:00-02:59	0	0	0	0	0	0	0	0
03:00-03:59	0	0	0	0	0	0	0	0
04:00-04:59	0	0	0	0	0	0	0	0
05:00-05:59	0	0	0	0	0	0	0	0
06:00-06:59	0	0	1	0	0	0	0	1
07:00-07:59	0	0	1	0	0	0	0	1
08:00-08:59	0	0	0	0	0	0	0	0
09:00-09:59	0	1	0	1	0	0	0	2
10:00-10:59	0	0	0	0	0	0	0	0
11:00-11:59	0	0	0	0	0	2	0	2
12:00-12:59	1	0	1	2	0	1	0	5
13:00-13:59	0	0	1	0	0	2	0	3
14:00-14:59	0	0	1	0	1	0	0	2
15:00-15:59	1	1	0	0	0	0	0	2
16:00-16:59	0	1	0	1	0	0	0	2
17:00-17:59	0	2	1	0	1	0	2	6
18:00-18:59	0	1	0	1	0	3	0	5
19:00-19:59	0	1	0	0	0	2	0	3
20:00-20:59	1	0	1	0	1	0	0	3
21:00-21:59	0	1	0	0	2	1	0	4
22:00-22:59	0	0	0	1	0	0	1	2
23:00-23:59	0	1	0	2	0	0	0	3
Total	3	9	7	9	5	11	3	47



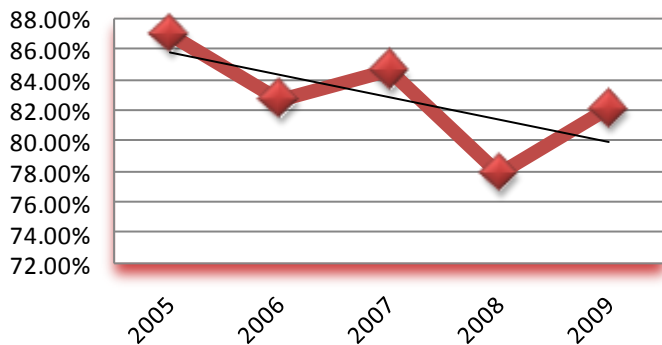
## 2009 Incident Summary

### Burton 2009 Incidents



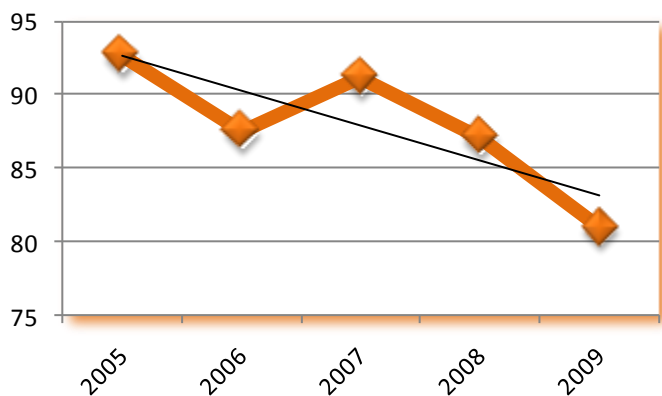
## Distribution

### Burton % Compliance at 6.5 Minutes



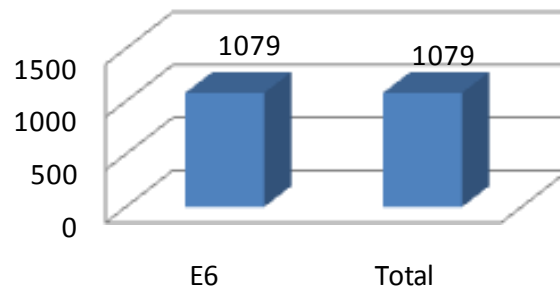
## Reliability

### Burton % of Reliability



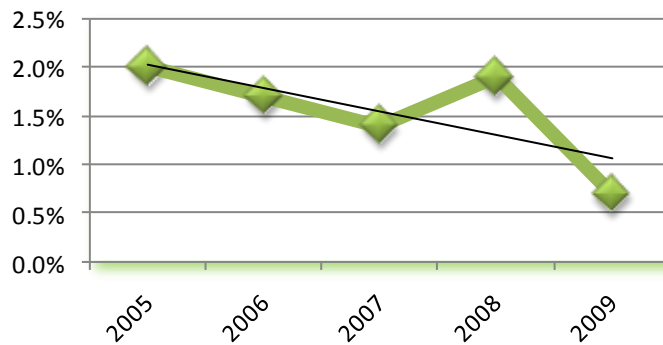
## 2009 Apparatus Responses

### 2009 Burton Apparatus Responses

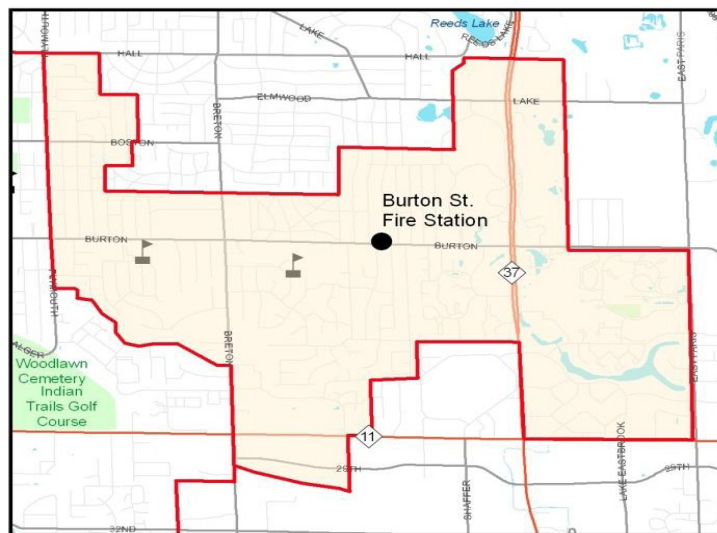


## Simultaneous Calls

### Burton Simultaneous Call %



## Station District



## CHESTER STREET FIRE STATION (#11)

Built at the turn of the 20<sup>th</sup> century, this station is the oldest operating fire station in the city. When first opened, a steamer and hose cart were pulled by horses. Over a 100 years later, GRFD is still responding out of this historic station, but utilize Engine 11 and a crew of three personnel. Of interest is the fact that this station's district has the highest population density of residents, at over 8,500 per square mile. This, coupled with the age of many of the structures presents a high risk for the residents and firefighters in this area.

With the proximity of this station, it is a vital link in the responses for a large portion of the City. As in previous years, Engine 11 continues to respond to a large number of

fires, EMS alarms and is among the busiest companies in GRFD. The active neighborhoods also suit the crews at Chester Street well, as they are host to many events at the station and continue to hold annual open houses. As much of the Eastown area has gone "green", the fire station is no exception, installing a rain barrel to supply water for the garden. Chester St.'s crews have also taken an active role in two neighborhood

associations, attending meetings and even hosting events at the fire station.

Schools have once again been a continued focus with school fire drills proctored by Engine 11 and a program for reading to the community's children, which has brought much positive feedback from both the firefighters and children participating.

2010 will prove to be another busy year, with many inspections, projects and an increasing amount of alarms. Just as in the past century, the men and women at the corner of Chester and Diamond will be there, ready to respond, and welcome all to come visit this historic station.



### Temporal Analysis- Shows the emergency call activity by Day of Week and Hour of Day

2009-EMS	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	2	7	7	8	3	6	6	39
01:00-01:59	6	5	2	6	2	7	8	36
02:00-02:59	6	3	5	0	5	6	9	34
03:00-03:59	5	2	6	7	4	5	9	38
04:00-04:59	3	5	1	4	2	3	5	23
05:00-05:59	4	4	3	3	5	1	4	24
06:00-06:59	1	3	5	3	2	2	6	22
07:00-07:59	3	9	7	3	6	3	3	34
08:00-08:59	9	5	5	8	4	12	5	48
09:00-09:59	4	8	11	4	5	6	7	45
10:00-10:59	6	12	8	8	15	9	4	62
11:00-11:59	5	15	12	12	10	7	6	67
12:00-12:59	7	7	11	10	7	5	7	54
13:00-13:59	11	9	11	12	9	12	7	71
14:00-14:59	5	4	10	10	7	7	12	55
15:00-15:59	10	7	6	11	10	5	8	57
16:00-16:59	7	9	9	6	8	8	3	50
17:00-17:59	6	5	4	6	5	5	11	42
18:00-18:59	10	8	9	7	8	6	6	54
19:00-19:59	6	6	7	3	6	3	3	34
20:00-20:59	6	4	9	4	9	10	8	50
21:00-21:59	8	8	3	10	6	6	7	48
22:00-22:59	2	4	10	6	8	11	4	45
23:00-23:59	5	7	3	8	7	7	5	42
Total	137	156	164	159	153	152	153	1,074

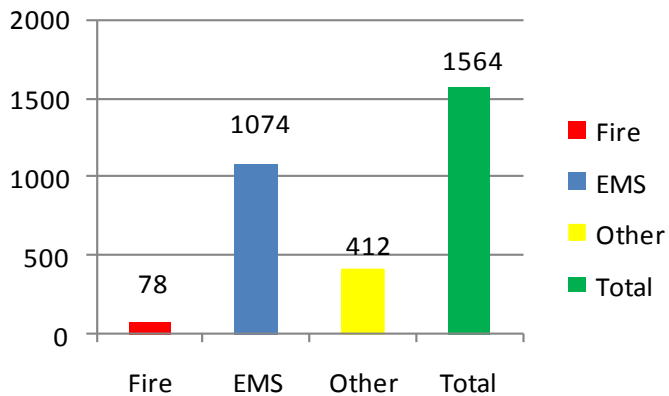
2009-FIRES	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	1	0	0	0	0	0	2	3
01:00-01:59	0	1	0	0	0	0	1	2
02:00-02:59	2	1	1	0	0	1	1	6
03:00-03:59	0	0	1	0	0	2	0	3
04:00-04:59	1	0	0	0	0	1	0	2
05:00-05:59	0	0	0	0	0	0	0	0
06:00-06:59	0	0	1	0	0	1	0	2
07:00-07:59	3	0	0	0	0	1	0	4
08:00-08:59	0	0	3	0	0	2	1	6
09:00-09:59	0	0	1	1	0	0	1	3
10:00-10:59	1	0	0	0	1	1	0	3
11:00-11:59	0	0	1	1	0	0	1	3
12:00-12:59	1	0	0	0	0	0	0	1
13:00-13:59	0	2	0	2	0	2	0	6
14:00-14:59	0	0	0	1	0	0	2	3
15:00-15:59	0	0	0	0	1	0	0	1
16:00-16:59	1	1	0	0	0	0	4	6
17:00-17:59	1	1	1	0	0	1	0	4
18:00-18:59	1	0	0	2	0	1	0	4
19:00-19:59	1	2	1	0	0	0	0	4
20:00-20:59	0	1	0	0	0	0	0	1
21:00-21:59	0	0	1	3	0	1	0	5
22:00-22:59	0	1	0	0	2	0	1	4
23:00-23:59	2	0	0	0	0	0	0	2
Total	15	10	11	10	4	14	14	78





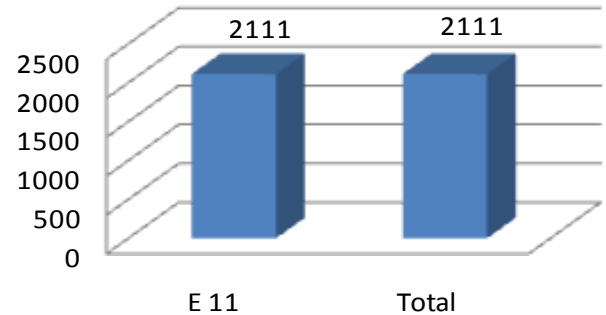
## 2009 Incident Summary

### Chester 2009 Incidents



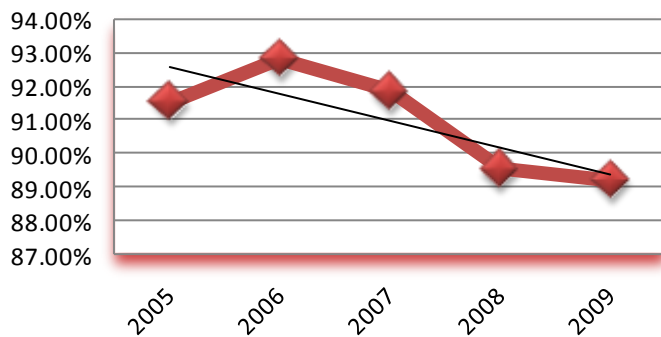
## 2009 Apparatus Responses

### 2009 Chester Apparatus Responses



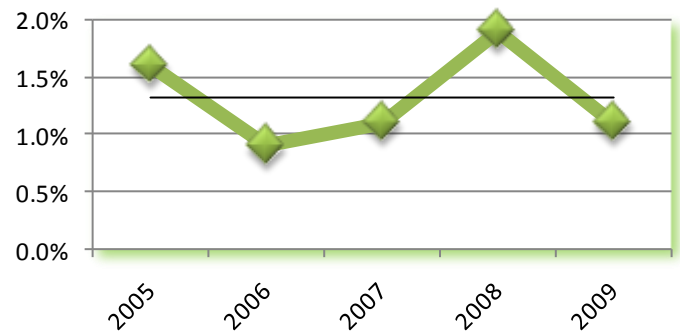
## Distribution

### Chester % Compliance at 6.5 Minutes



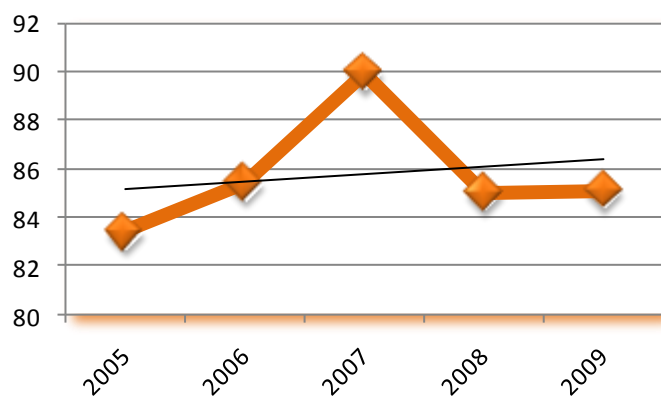
## Simultaneous Calls

### Chester Simultaneous Call %

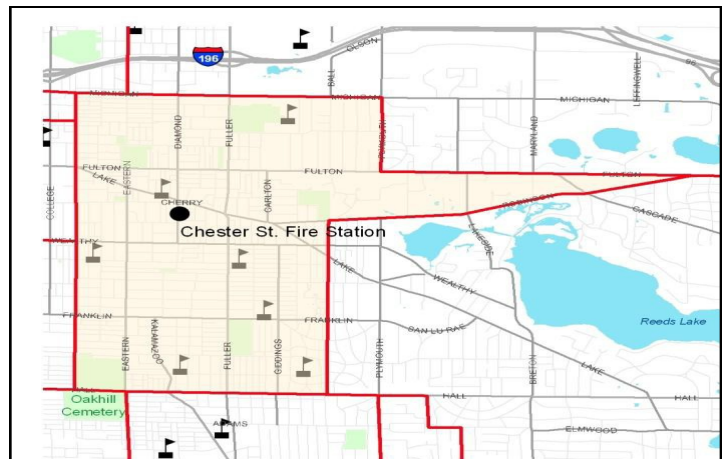


## Reliability

### Chester % of Reliability



## Station District



## COVELL AVENUE FIRE STATION (#8)

Located at 1154 Covell Ave NW, on the Southeast corner of Leonard and Covell, this has long been a senior station in terms of the personnel experience. 2009 was no different, as the majority of personnel working here had over twenty five years of service in the GRFD. Engine 8 and a specialty piece of equipment for technical rescue are housed here. The district is comprised largely of residential neighborhoods with light commercial and several assisted care facilities. Covell crews often assist Bridge Street and Monroe Avenue stations for major incidents throughout the Northwest corner, including complicated vehicle accidents on the expressway.

Several fire inspections were completed in 2009, as well as a high risk evaluation

of the district for the strategic planning office. Crews also maintain confined space certifications, as this station is one of two stations designated for this specialized type of rescue.

The relationship with the City of Walker, has continued to progress through training, in an effort to increase performance.

Covell crews worked on the exterior and interior of the station in 2009. Outside the bushes were trimmed and mulch was laid to beautify the neighborhood fire station. Inside fresh coats of paint and new tile replaced some worn carpet in the dorm area that continues to receive a large amount of foot traffic. All of this was accomplished by our firefighters on duty to minimize cost. Technical Rescue 2 an

unstaffed piece of highly specialized apparatus, is also located at Covell Avenue Station.

Crews also installed several smoke detectors and presented fire safety at many of our assisted living facilities.

In 2010, 8's will continue to be a great neighbor, both to the residents and the City of Walker. The crews will further enhance their skills for the demanding confined space specialty.



### Temporal Analysis- Shows the emergency call activity by Day of Week and Hour of Day

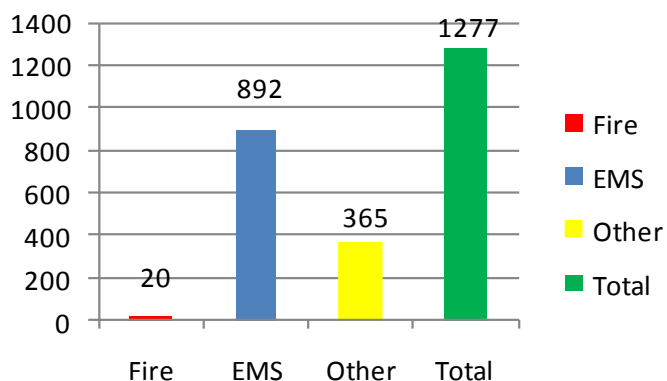
2009-EMS	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	4	0	2	1	1	4	6	18
01:00-01:59	4	3	2	2	3	3	2	19
02:00-02:59	3	3	4	3	3	3	3	22
03:00-03:59	0	2	4	5	4	3	0	18
04:00-04:59	5	1	4	3	2	1	3	19
05:00-05:59	5	5	3	2	3	4	5	27
06:00-06:59	6	6	4	3	2	2	0	23
07:00-07:59	2	3	8	3	4	6	3	29
08:00-08:59	7	7	6	5	10	9	6	50
09:00-09:59	5	4	11	5	8	7	10	50
10:00-10:59	5	12	3	6	6	3	4	39
11:00-11:59	8	4	7	6	10	11	8	54
12:00-12:59	11	6	8	11	7	7	7	57
13:00-13:59	8	8	9	6	8	7	5	51
14:00-14:59	5	6	4	5	12	4	9	45
15:00-15:59	6	7	10	10	5	5	6	49
16:00-16:59	5	7	6	8	12	7	7	52
17:00-17:59	6	1	6	6	9	2	9	39
18:00-18:59	10	5	9	11	5	12	4	56
19:00-19:59	10	7	4	5	4	7	8	45
20:00-20:59	7	4	8	4	6	4	7	40
21:00-21:59	0	5	5	8	4	5	7	34
22:00-22:59	3	0	5	5	4	3	6	26
23:00-23:59	6	3	6	5	3	5	2	30
Total	131	109	138	128	135	124	127	892

2009-FIRES	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	0	1	0	0	0	0	0	1
01:00-01:59	0	0	0	0	0	0	1	1
02:00-02:59	0	1	0	0	0	0	0	1
03:00-03:59	0	0	0	0	0	1	0	1
04:00-04:59	0	0	0	1	0	0	0	1
05:00-05:59	0	0	0	0	0	0	0	0
06:00-06:59	0	0	0	0	0	0	0	0
07:00-07:59	0	0	0	0	0	1	0	1
08:00-08:59	0	0	0	0	0	1	0	1
09:00-09:59	0	0	0	0	0	0	1	1
10:00-10:59	0	0	1	0	0	0	0	1
11:00-11:59	0	0	0	0	0	0	0	0
12:00-12:59	0	0	0	0	0	0	0	0
13:00-13:59	0	0	0	0	0	0	0	0
14:00-14:59	0	0	0	0	0	0	0	0
15:00-15:59	0	0	0	0	1	0	0	1
16:00-16:59	1	1	1	0	0	0	1	4
17:00-17:59	1	0	0	0	0	0	0	1
18:00-18:59	0	0	0	0	0	0	0	0
19:00-19:59	1	0	0	0	0	0	1	2
20:00-20:59	0	0	1	0	0	1	0	2
21:00-21:59	0	0	0	0	0	0	0	0
22:00-22:59	0	0	0	0	1	0	0	1
23:00-23:59	0	0	0	0	0	0	0	0
Total	3	3	3	1	2	4	4	20



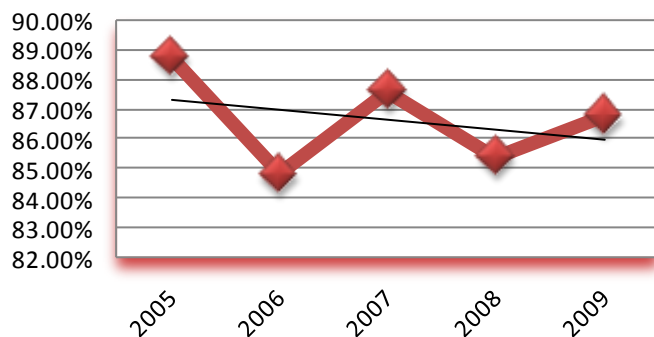
## 2009 Incident Summary

### Covell 2009 Incidents



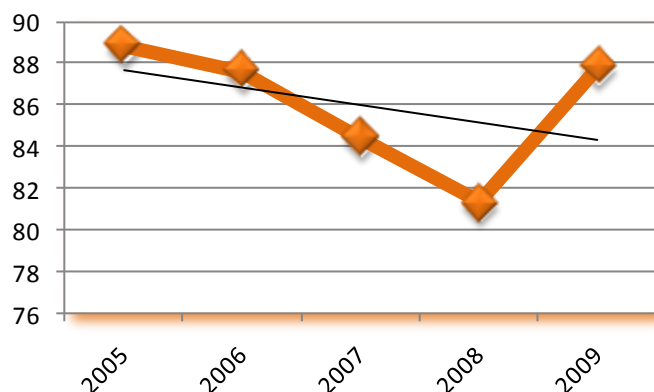
## Distribution

### Covell % Compliance at 6.5 Minutes



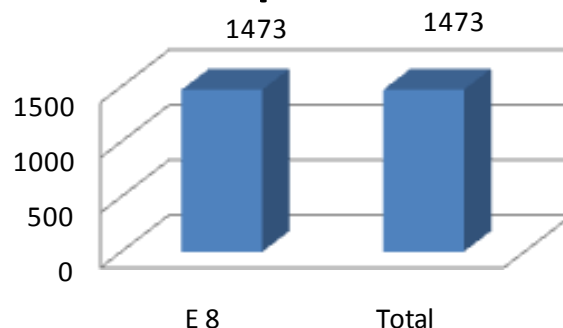
## Reliability

### Covell % of Reliability



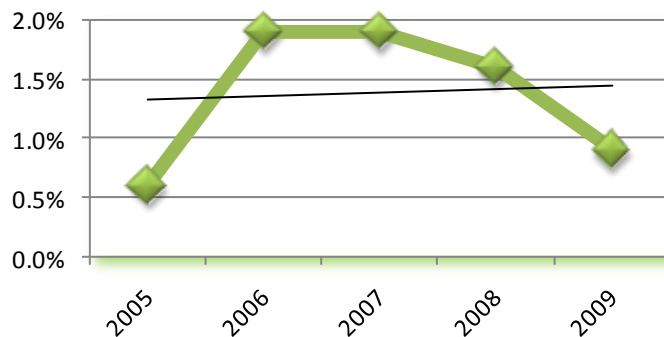
## 2009 Apparatus Responses

### 2009 Covell Apparatus Responses

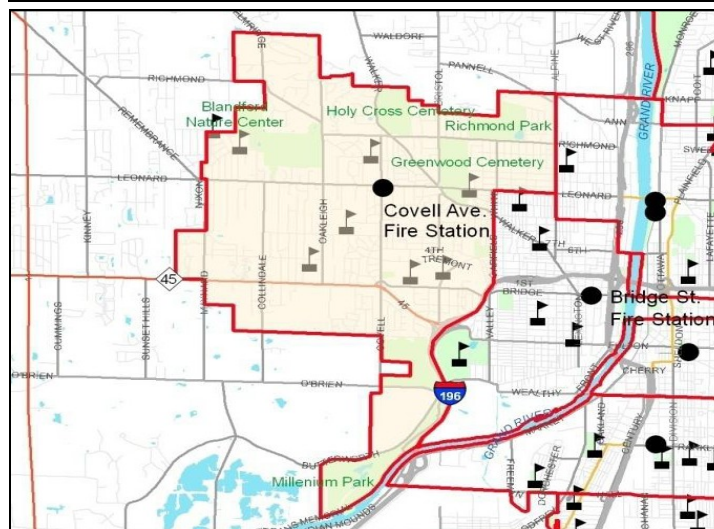


## Simultaneous Calls

### Covell Simultaneous Call %



## Station District





## DIVISION AVENUE FIRE STATION (#10)

Division Station houses Rescue 10, a 2007 pumper with extrication and other specialized tools. Rescue 10 responds to fire, medical, and many other emergency calls in the Division Station district. Being the city's South Rescue, they respond to all fire emergencies and extrications, both vehicular and industrial. Rescue 10 also assists the North half of the City if Rescue 5 (the North rescue) is busy on another alarm.

In Division's response district, Rescue 10 is responsible for the maintenance of hydrants, school fire drills, safety presentations, to coordinating with the schools to read to students, business fire inspections, neighborhood community involvement activities and other matters that arises in the active community.

At the station crews have daily assigned duties, including but not limited to maintaining the station and apparatus readiness/cleanliness, bag and tag sales to the public, bike licenses, and of course a host of training activities for the necessary disciplines for a Rescue. The crews also managed to remodel the station, to incorporate a workout room.

In 2009, Recues 10 and 5 assisted with training all GRFD crews in vehicle extrication. Scenarios were run and all crews had a chance to participate in varying roles during the training. A big **thank you** goes out to **Baker Auto** for supplying all the vehicles and the space to accomplish this important training.

The station also oversees the portable radio and battery program for GRFD. This

program includes ordering parts, doing minor repairs, and replacing radios and batteries. Along with this, 10's is in charge of ordering and dispersing tee shirts, hats, ties, and workout attire for the department personnel. 2010 will see these programs continuing, in addition to our normal duties and responses.



### Temporal Analysis- Shows the emergency call activity by Day of Week and Hour of Day

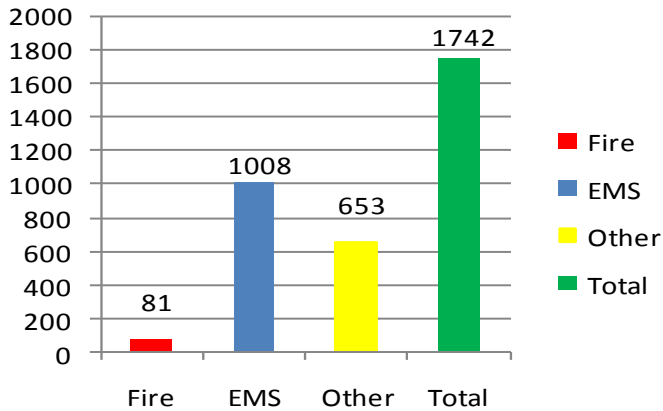
2009-EMS	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	3	8	1	1	4	7	9	33
01:00-01:59	6	3	5	6	6	5	9	40
02:00-02:59	6	4	3	3	6	9	8	39
03:00-03:59	3	2	6	7	3	4	5	30
04:00-04:59	4	0	1	1	1	2	2	11
05:00-05:59	2	4	1	3	2	4	3	19
06:00-06:59	3	1	2	2	3	2	3	16
07:00-07:59	5	5	6	6	6	2	4	34
08:00-08:59	2	6	4	1	4	5	3	25
09:00-09:59	6	10	6	7	6	4	9	48
10:00-10:59	9	5	3	4	6	5	8	40
11:00-11:59	5	7	6	7	7	6	6	44
12:00-12:59	9	7	9	8	5	7	5	50
13:00-13:59	14	5	3	5	7	4	8	46
14:00-14:59	11	8	9	5	5	10	2	50
15:00-15:59	8	11	11	3	12	6	8	59
16:00-16:59	4	8	7	12	4	9	7	51
17:00-17:59	5	15	4	5	7	9	7	52
18:00-18:59	9	9	11	6	9	7	9	60
19:00-19:59	8	10	3	7	3	11	7	49
20:00-20:59	10	7	7	4	4	5	8	45
21:00-21:59	5	12	7	13	9	5	6	57
22:00-22:59	8	10	8	16	5	12	8	67
23:00-23:59	11	5	4	3	5	8	7	43
Total	156	162	127	135	129	148	151	1,008

2009-FIRES	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	0	0	0	0	0	1	0	1
01:00-01:59	0	1	1	0	1	0	0	3
02:00-02:59	0	0	1	0	0	3	0	4
03:00-03:59	0	0	0	0	0	0	0	0
04:00-04:59	0	0	1	0	1	1	1	4
05:00-05:59	1	0	0	0	0	1	0	2
06:00-06:59	1	1	0	0	0	1	0	3
07:00-07:59	1	0	0	0	0	0	1	2
08:00-08:59	0	0	0	0	1	1	0	2
09:00-09:59	0	0	1	0	0	0	0	1
10:00-10:59	0	1	2	0	0	2	0	5
11:00-11:59	1	0	0	0	0	1	0	2
12:00-12:59	0	1	1	0	1	0	0	3
13:00-13:59	0	0	0	0	0	0	0	0
14:00-14:59	2	0	2	0	0	0	1	5
15:00-15:59	0	0	0	0	0	3	1	4
16:00-16:59	0	0	1	1	0	0	1	3
17:00-17:59	0	1	3	2	0	1	0	7
18:00-18:59	0	3	2	0	2	1	1	9
19:00-19:59	1	1	0	0	1	0	0	3
20:00-20:59	0	1	0	1	0	0	3	5
21:00-21:59	1	1	2	0	1	0	2	7
22:00-22:59	1	1	0	1	0	1	0	4
23:00-23:59	0	2	0	0	0	0	0	2
Total	9	14	17	5	8	17	11	81



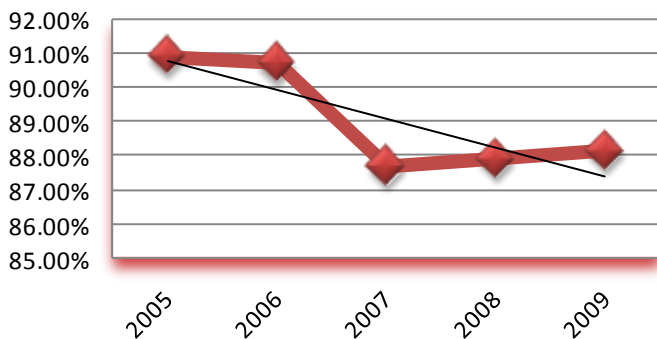
## 2009 Incident Summary

### Division 2009 Incidents



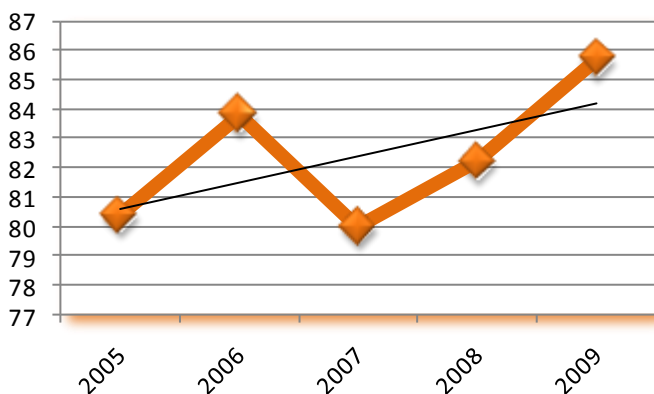
## Distribution

### Division % Compliance at 6.5 Minutes



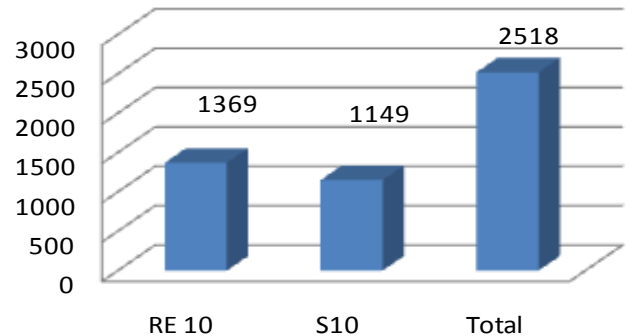
## Reliability

### Division % of Reliability



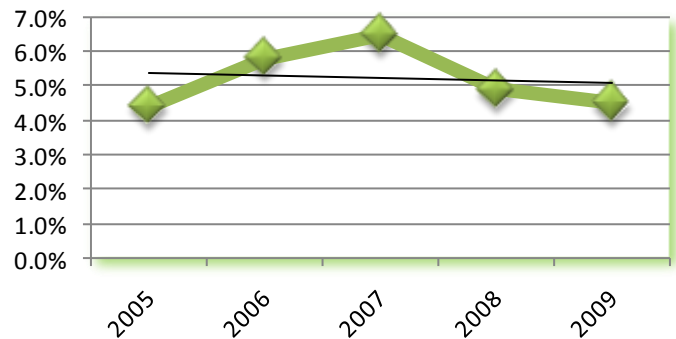
## 2009 Apparatus Responses

### 2009 Division Apparatus Responses

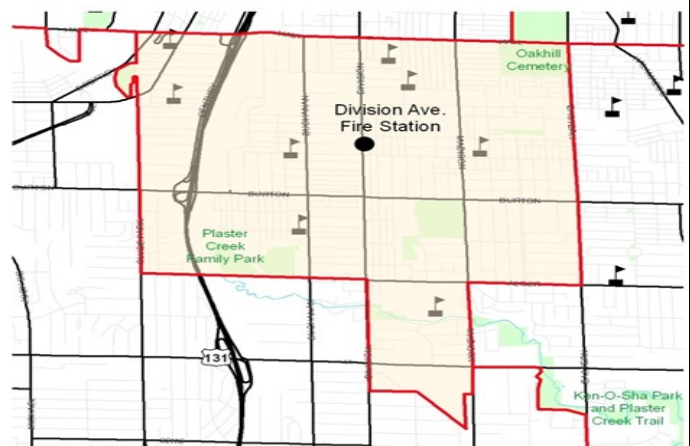


## Simultaneous Calls

### Division Simultaneous Call %



## Station District



## FRANKLIN STREET FIRE STATION (#2)

In 2009, your Franklin Street fire station was staffed with Engine 2, Ladder 2 and Battalion Chief 5 on a daily basis. Located near the expressway, downtown and heavily populated residential and commercial districts, Franklin's crews experienced many fires and emergency medical rescue calls, and very busy days. 2's is also home of the RRT apparatus for mitigating hazardous materials, including

several pieces of apparatus, specialized pieces of equipment and a warehouse/storage facility for extra supplies all of which must be maintained by the station personnel.

Engine 2 expanded their neighborhood participation this past year by attending several meetings at the South East Community Association (SECA) building located near Madison and Hall. Many discussions ensued regarding how the GRFD operates and led to a great working relationship between the fire station and the community they serve. Numerous community involvement opportunities were also conducted, including a back to school party right across the street from the fire station for Campau Park Elementary.

Station improvements include renovating the South training room into a Battalion Chief's office. 2010 will prove to be another challenging year, with fluctuating staffing levels on the horizon, but a consistent level of work demanded. Rest assured Franklin St. personnel will rise to the challenge as they always do.



### Temporal Analysis- Shows the emergency call activity by Day of Week and Hour of Day

2009-EMS	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	4	5	4	8	4	9	12	46
01:00-01:59	3	9	3	8	2	9	9	43
02:00-02:59	3	3	5	3	2	10	14	40
03:00-03:59	9	6	3	4	4	10	2	38
04:00-04:59	5	1	5	2	7	4	3	27
05:00-05:59	8	2	7	2	5	8	5	37
06:00-06:59	2	0	3	4	4	5	1	19
07:00-07:59	2	7	7	4	5	4	3	32
08:00-08:59	9	5	8	6	6	1	3	38
09:00-09:59	6	7	4	8	8	7	2	42
10:00-10:59	11	5	6	8	9	8	5	52
11:00-11:59	7	9	12	7	8	4	10	57
12:00-12:59	12	5	12	10	7	8	8	62
13:00-13:59	8	7	12	11	9	9	8	64
14:00-14:59	4	12	9	10	14	4	7	60
15:00-15:59	9	8	6	13	7	9	12	64
16:00-16:59	4	12	11	7	10	4	7	55
17:00-17:59	8	8	12	11	13	11	5	68
18:00-18:59	9	3	11	10	6	10	6	55
19:00-19:59	10	8	4	7	11	4	4	48
20:00-20:59	3	7	10	9	8	5	7	49
21:00-21:59	10	10	6	7	8	8	14	63
22:00-22:59	7	5	9	13	10	9	7	60
23:00-23:59	14	6	7	7	3	8	6	51
Total	167	150	176	179	170	168	160	1,170

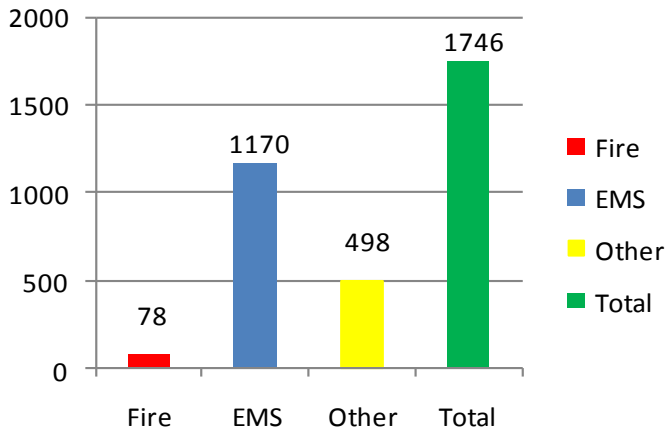
2009-FIRES	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	0	0	0	1	1	0	2	4
01:00-01:59	0	1	0	0	0	1	0	2
02:00-02:59	1	0	0	0	0	0	1	2
03:00-03:59	0	0	0	0	0	0	0	0
04:00-04:59	0	0	0	0	0	0	0	0
05:00-05:59	0	0	0	0	0	0	0	0
06:00-06:59	1	0	0	0	1	1	0	3
07:00-07:59	1	0	0	0	0	0	0	1
08:00-08:59	0	0	0	0	0	0	0	0
09:00-09:59	0	1	0	0	1	1	1	4
10:00-10:59	0	1	2	0	1	1	0	5
11:00-11:59	0	0	0	2	0	0	0	2
12:00-12:59	1	0	1	1	1	1	0	5
13:00-13:59	0	0	0	0	1	3	0	4
14:00-14:59	0	0	2	0	0	1	0	3
15:00-15:59	1	0	0	0	0	2	1	4
16:00-16:59	2	0	1	0	1	0	0	4
17:00-17:59	1	1	0	1	1	0	0	4
18:00-18:59	1	1	2	2	1	1	2	10
19:00-19:59	1	1	0	2	2	0	0	6
20:00-20:59	2	1	1	0	0	0	0	4
21:00-21:59	1	1	0	1	0	1	0	4
22:00-22:59	0	0	3	0	0	0	0	3
23:00-23:59	2	1	1	0	0	0	0	4
Total	15	9	13	10	11	13	7	78





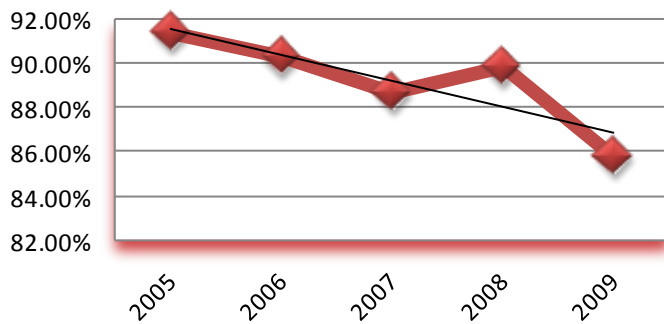
## 2009 Incident Summary

### Franklin 2009 Incidents



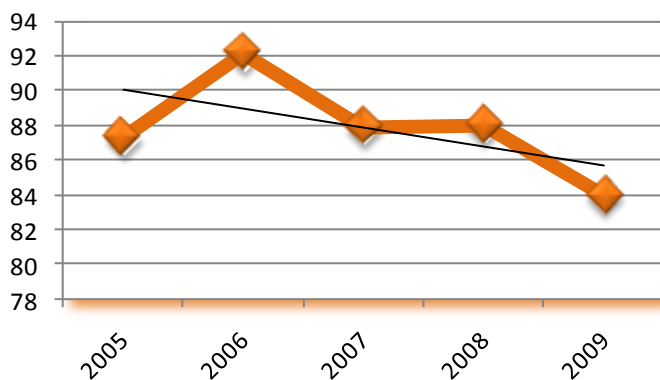
## Distribution

### Franklin % Compliance at 6.5 Minutes



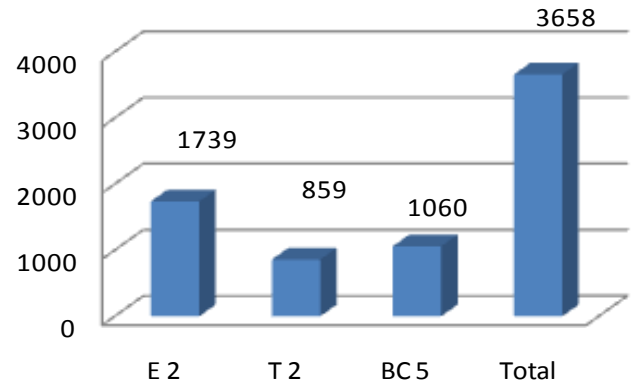
## Reliability

### Franklin % of Reliability



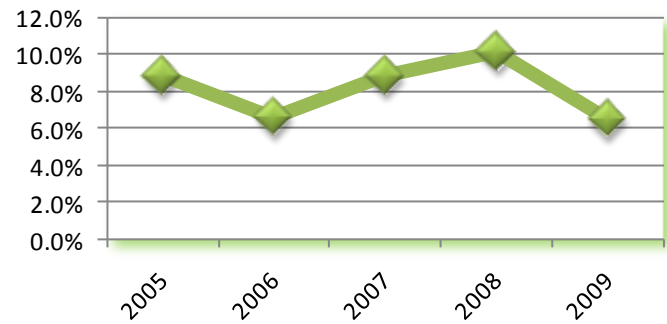
## 2009 Apparatus Responses

### 2009 Franklin Apparatus Responses

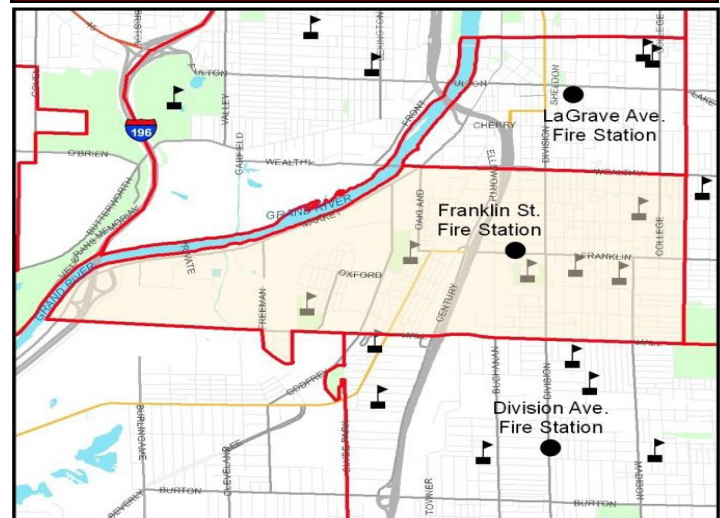


## Simultaneous Calls

### Franklin Simultaneous Call %



## Station District



## KALAMAZOO AVENUE FIRE STATION (#4)

The Kalamazoo Avenue fire station is located near 28<sup>th</sup> street and houses a ladder quint and a squad company, in addition to a specialized heavy rescue trailer and reserve equipment. Engine 4 was decommissioned as a result of budgetary constraints, leaving Ladder 4 as the primary piece of suppression apparatus in this expansive district. Partway through 2009, Kalamazoo Station received a new 75' ladder quint that is shorter and lighter, resulting in better maneuverability than the previous apparatus. This is especially helpful, since many of stations alarms to the South require long travel distances through multiple intersections.

In addition to the normal responses, crews respond to any possible structure fires at the Gerald R. Ford International

Airport. This requires a high level of knowledge about the airport and its procedures, in addition to working with several outside agencies. The 28<sup>th</sup> street corridor also provides many risks in its own right, from the dense traffic and vehicle extrications to the multiple commercial occupancies, each with their own fire safety needs and hazards.

There are also several specialized duties unique to this station, such as conducting annual ladder testing for every portable ladder in the GRFD, Kids Fire Safety House which is utilized approximately once a month, small engine repair for all of the GRFD's saws, fans and extrication equipment, Safe Kids car seat installations which are conducted on the 4<sup>th</sup> Thursday of every month, and Girl Scout Cookie distribution drop-off and

pickup point. Many community involvement opportunities were undertaken, including school presentations which educated all 2<sup>nd</sup> graders in the district, attending numerous community events and conduction of approximately 90 Fire Safety Business Inspections in district businesses, ensuring the safety of the customers and employees.

2010 will prove to be another challenging year for this busy station. Crews are ready to prove their high performance and community involvement yet again.



### Temporal Analysis- Shows the emergency call activity by Day of Week and Hour of Day

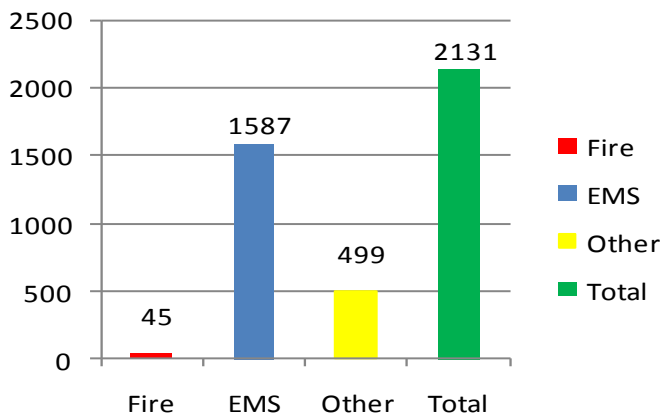
2009-EMS	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	4	5	4	8	4	9	12	46
01:00-01:59	3	9	3	8	2	9	9	43
02:00-02:59	3	3	5	3	2	10	14	40
03:00-03:59	9	6	3	4	4	10	2	38
04:00-04:59	5	1	5	2	7	4	3	27
05:00-05:59	8	2	7	2	5	8	5	37
06:00-06:59	2	0	3	4	4	5	1	19
07:00-07:59	2	7	7	4	5	4	3	32
08:00-08:59	9	5	8	6	6	1	3	38
09:00-09:59	6	7	4	8	8	7	2	42
10:00-10:59	11	5	6	8	9	8	5	52
11:00-11:59	7	9	12	7	8	4	10	57
12:00-12:59	12	5	12	10	7	8	8	62
13:00-13:59	8	7	12	11	9	9	8	64
14:00-14:59	4	12	9	10	14	4	7	60
15:00-15:59	9	8	6	13	7	9	12	64
16:00-16:59	4	12	11	7	10	4	7	55
17:00-17:59	8	8	12	11	13	11	5	68
18:00-18:59	9	3	11	10	6	10	6	55
19:00-19:59	10	8	4	7	11	4	4	48
20:00-20:59	3	7	10	9	8	5	7	49
21:00-21:59	10	10	6	7	8	8	14	63
22:00-22:59	7	5	9	13	10	9	7	60
23:00-23:59	14	6	7	7	3	8	6	51
Total	167	150	176	179	170	168	160	1,170

2009-FIRES	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	1	0	0	0	1	0	0	2
01:00-01:59	0	0	0	0	0	0	0	0
02:00-02:59	0	0	0	0	1	1	0	2
03:00-03:59	1	0	0	0	0	0	0	1
04:00-04:59	0	1	0	0	0	0	2	3
05:00-05:59	0	0	0	0	0	0	0	0
06:00-06:59	0	0	0	0	0	0	0	0
07:00-07:59	0	0	0	0	0	0	0	0
08:00-08:59	1	0	0	0	0	0	0	1
09:00-09:59	1	0	0	0	0	0	0	1
10:00-10:59	1	0	0	0	0	0	0	1
11:00-11:59	0	0	1	0	0	1	2	4
12:00-12:59	0	0	0	0	0	2	0	2
13:00-13:59	2	0	1	0	0	0	2	5
14:00-14:59	0	0	0	0	0	3	1	4
15:00-15:59	0	0	0	0	2	0	0	2
16:00-16:59	1	0	0	0	0	0	1	2
17:00-17:59	0	0	0	0	0	0	1	1
18:00-18:59	0	1	0	1	1	0	2	5
19:00-19:59	1	0	0	1	1	0	0	3
20:00-20:59	0	0	0	0	0	0	0	0
21:00-21:59	0	0	0	0	0	0	1	1
22:00-22:59	0	0	0	0	0	0	0	0
23:00-23:59	0	0	1	2	0	1	1	5
Total	9	2	3	4	6	8	13	45



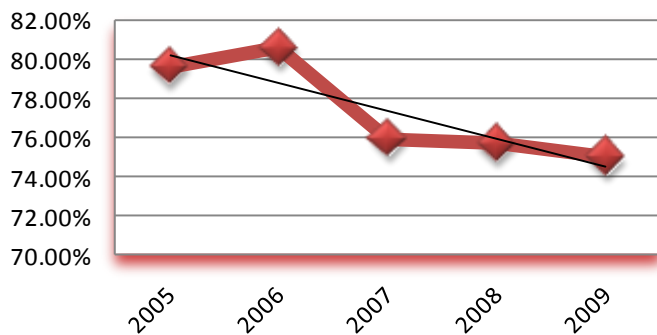
## 2009 Incident Summary

### K-zoo 2009 Incidents



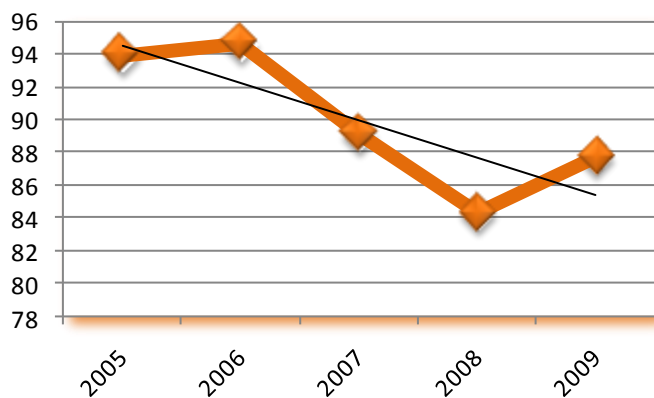
## Distribution

### K-Zoo % Compliance at 6.5 Minutes



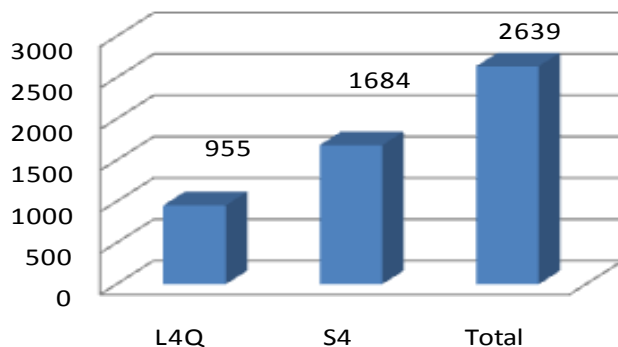
## Reliability

### K-Zoo % of Reliability



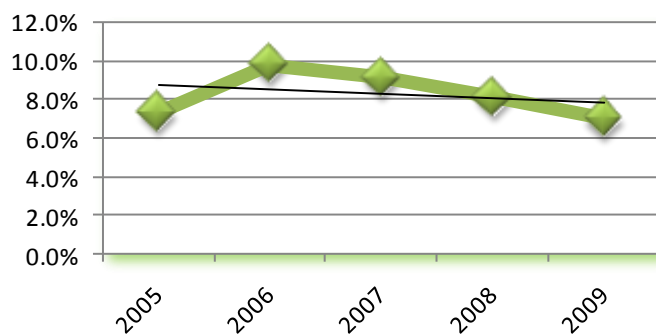
## 2009 Apparatus Responses

### 2009 K-zoo Apparatus Responses

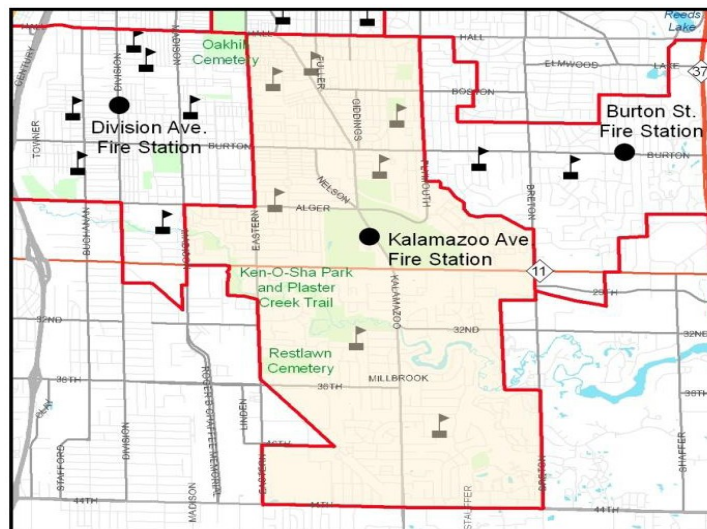


## Simultaneous Calls

### K-Zoo Simultaneous Call %



## Station District





# LAGRAVE AVENUE FIRE STATION (#7)

This station serves as the headquarters for the GRFD, right in the heart of Downtown. Crews here like to stay busy in this one square mile district with high demand for incidents due to the daytime population exceeding 50,000 people. Engine 7, Squad 7, Air Delivery Vehicle (ADV) and Mini 7 are housed here, in addition to the vehicle annex and administrative offices.

The station is responsible for maintaining the Self Contained Breathing Apparatus

(SCBA) Program for the GRFD. This program includes filling air/oxygen bottles, maintenance and repairs on the SCBA's, hydrostatic testing, oversight of annual "fit tests" for all personnel and documentation. 7's also maintains the medical supply room for GRFD.

Highlights in 2009 included putting a brand new 2007 pumper into service. A green initiative was also started to replace old fluorescent lighting with more energy efficient lighting and sensors. The projects expected completion date is February 2010 and one of the many benefits is the ability to save \$4900 annually through reduced energy consumption costs.

In 2010, plans are underway to replace the flooring in the Officer's office and

Medical Supply Room. Mike Myers and Fred White, both Firefighters on C-shift at Lagrave station, have received approval to reinstitute the Department Sign Shop. The shop was previously closed for several months following the retirement of John Freuh. This program allows GRFD to once again perform another needed task in-house, increasing efficiency and reducing costs.



## Temporal Analysis- Shows the emergency call activity by Day of Week and Hour of Day

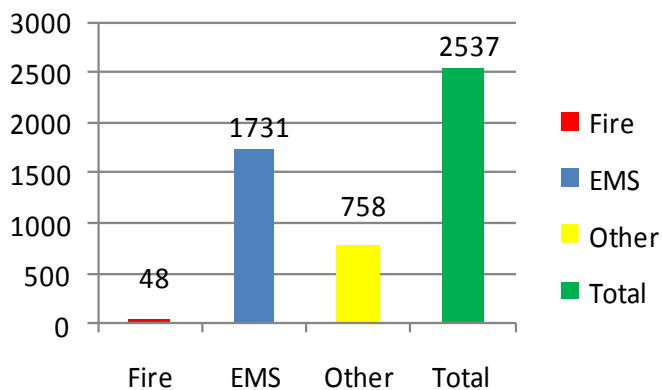
2009-EMS	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	5	14	5	10	5	8	9	56
01:00-01:59	3	7	6	13	9	4	10	52
02:00-02:59	8	2	8	9	9	11	10	57
03:00-03:59	1	8	5	4	6	6	5	35
04:00-04:59	3	0	6	4	2	4	5	24
05:00-05:59	3	2	3	2	4	3	5	22
06:00-06:59	0	5	2	1	3	7	9	27
07:00-07:59	9	5	7	5	9	12	7	54
08:00-08:59	5	5	8	9	7	6	1	41
09:00-09:59	7	5	9	6	10	9	4	50
10:00-10:59	10	16	14	9	11	7	9	76
11:00-11:59	12	16	11	14	16	9	10	88
12:00-12:59	19	22	11	12	15	14	6	99
13:00-13:59	21	16	23	24	15	7	9	115
14:00-14:59	19	16	10	14	19	13	19	110
15:00-15:59	18	26	17	13	10	14	13	111
16:00-16:59	15	17	23	13	18	19	8	113
17:00-17:59	14	15	16	22	16	15	15	113
18:00-18:59	13	10	9	12	9	17	10	80
19:00-19:59	12	12	15	12	14	14	17	96
20:00-20:59	19	10	16	16	16	19	13	109
21:00-21:59	15	9	11	16	11	20	8	90
22:00-22:59	11	7	11	10	12	7	8	66
23:00-23:59	4	5	10	6	12	7	3	47
Total	246	250	256	256	258	252	213	1,731

2009-FIRES	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	0	0	0	0	0	0	1	1
01:00-01:59	0	0	0	0	0	0	3	3
02:00-02:59	0	0	0	0	0	1	2	3
03:00-03:59	0	0	1	0	1	0	0	2
04:00-04:59	0	0	0	0	0	0	0	0
05:00-05:59	0	0	0	0	0	0	0	0
06:00-06:59	0	0	0	0	0	0	0	0
07:00-07:59	0	1	0	0	1	1	0	3
08:00-08:59	1	0	0	0	0	0	0	1
09:00-09:59	0	0	0	0	0	0	0	0
10:00-10:59	0	0	1	0	0	0	0	1
11:00-11:59	1	0	0	0	1	0	1	3
12:00-12:59	2	0	2	1	0	0	0	5
13:00-13:59	2	0	0	0	0	2	0	4
14:00-14:59	0	0	0	0	0	0	0	0
15:00-15:59	0	0	0	1	0	0	0	1
16:00-16:59	0	0	0	0	0	1	0	1
17:00-17:59	1	2	0	1	0	1	0	5
18:00-18:59	1	1	2	1	0	0	1	6
19:00-19:59	0	1	0	1	0	1	0	3
20:00-20:59	0	1	0	0	0	0	0	1
21:00-21:59	1	1	1	0	0	0	0	3
22:00-22:59	1	0	1	0	0	0	0	2
23:00-23:59	0	0	0	0	0	0	0	0
Total	10	7	8	5	3	7	8	48



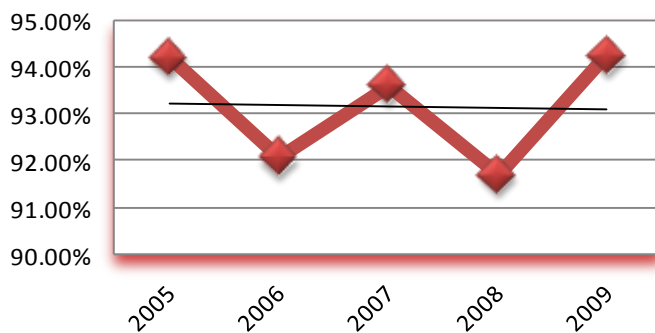
## 2009 Incident Summary

### LaGrave 2009 Incidents



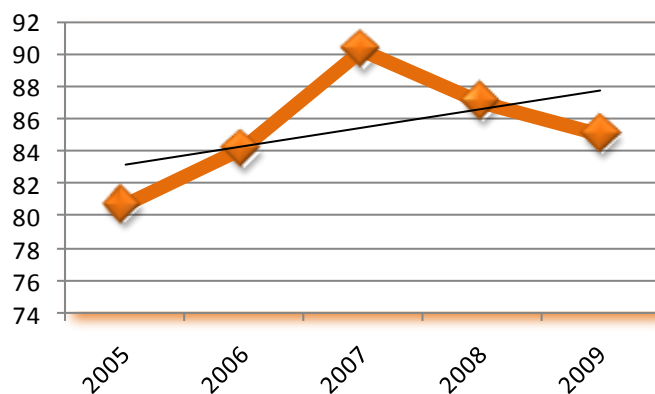
## Distribution

### LaGrave % Compliance at 6.5 Minutes



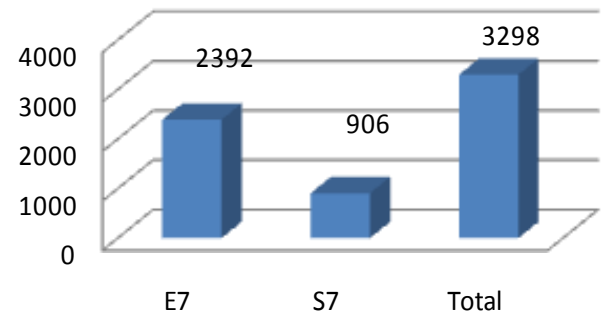
## Reliability

### LaGrave % of Reliability



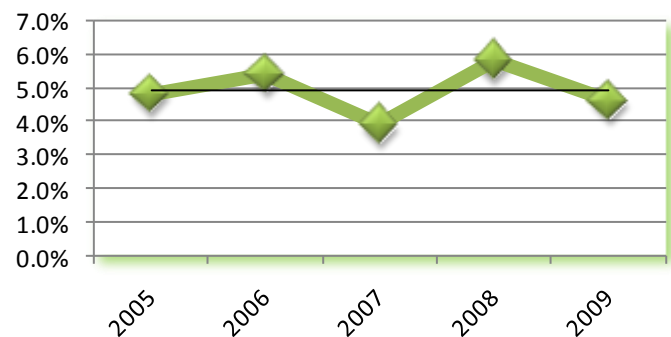
## 2009 Apparatus Responses

### 2009 LaGrave Apparatus Responses

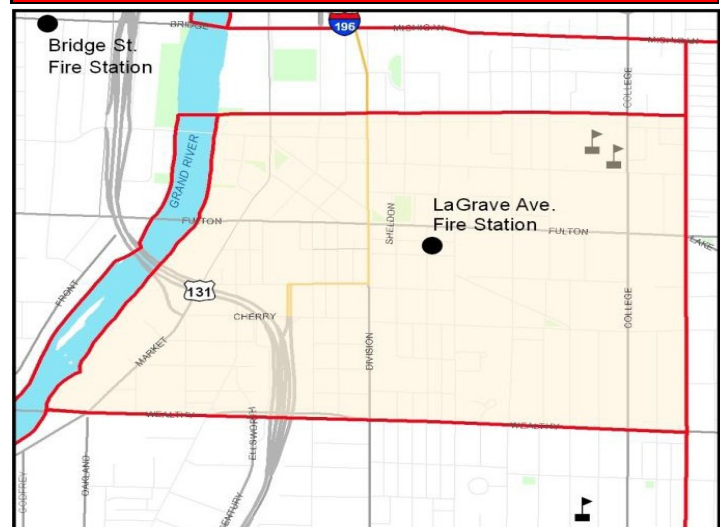


## Simultaneous Calls

### LaGrave Simultaneous Call %



## Station District



## LEONARD STREET FIRE STATION (#1)

Located in the Northeast part of the city Leonard St. houses Ladder 1, Squad 1 and 1B, a brush truck with plow. In 2009 the engine was formally decommissioned due to budgetary constraints, leaving Ladder 1 as the primary suppression unit. Leonard's apparatus ran over 2200 alarms in 2009 throughout the expansive district. In addition to the daily training requirements company personnel

completed almost 100 business fire safety inspections, attended numerous community events and functioned as part of the confined space rescue team.

Station projects included repainting the entire living quarters and a complete update of the kitchen cupboards and countertops. The exterior grounds were not only kept up but improved upon greatly, as the landscape was given a facelift through good old fashioned sweat equity. Most of this was completed with station personnel to minimize costs.

As the year came to a close, Leonard Street Station began to face new challenges, with the reality of only having a single apparatus staffed in 2010. The 104' platform quint, was replaced by a more practical and effective 75' ladder

quint (straight stick). It has been realized that even with the versatility of the new ladder, staffing is still stressed for managing the large 7.9 square mile district. Leonard Station personnel will continue to find ways to adapt and overcome all challenges that arise. The crews will strive to meet the needs of the citizens with delivery of professional and dedicated service.



### Temporal Analysis- Shows the emergency call activity by Day of Week and Hour of Day

2009-EMS	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	7	2	5	5	3	3	7	32
01:00-01:59	6	5	7	5	7	5	3	38
02:00-02:59	7	5	7	3	6	9	3	40
03:00-03:59	6	4	3	3	2	12	6	36
04:00-04:59	1	1	4	5	8	4	1	24
05:00-05:59	5	0	4	4	3	1	6	23
06:00-06:59	5	6	7	6	5	9	4	42
07:00-07:59	11	5	7	6	3	5	5	42
08:00-08:59	5	6	7	3	8	12	9	50
09:00-09:59	11	8	8	8	12	7	7	61
10:00-10:59	7	15	12	10	8	11	9	72
11:00-11:59	16	14	15	7	11	7	15	85
12:00-12:59	12	11	15	10	6	10	14	78
13:00-13:59	16	7	5	13	11	9	9	70
14:00-14:59	16	10	11	14	7	8	5	71
15:00-15:59	9	13	13	11	10	12	5	73
16:00-16:59	11	11	14	11	14	10	6	77
17:00-17:59	12	16	9	17	12	7	11	84
18:00-18:59	14	13	9	6	5	5	8	60
19:00-19:59	4	8	4	10	15	12	4	57
20:00-20:59	16	11	10	4	11	11	8	71
21:00-21:59	5	9	7	10	8	6	5	50
22:00-22:59	8	5	13	5	5	6	8	50
23:00-23:59	5	7	9	7	6	10	6	50
Total	215	192	205	183	186	191	164	1,336

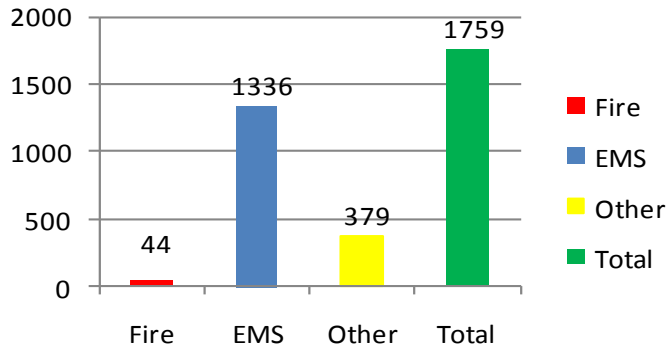
2009-FIRE	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	0	0	0	0	0	0	0	0
01:00-01:59	0	1	0	0	0	0	0	1
02:00-02:59	0	4	0	0	1	0	0	5
03:00-03:59	0	0	0	0	0	0	0	0
04:00-04:59	0	0	0	0	0	0	0	0
05:00-05:59	0	0	0	0	0	0	1	1
06:00-06:59	0	1	0	0	0	0	0	1
07:00-07:59	0	0	1	1	0	0	0	2
08:00-08:59	1	0	0	0	0	0	0	1
09:00-09:59	0	0	0	0	0	0	0	0
10:00-10:59	1	0	1	0	1	0	0	3
11:00-11:59	0	1	1	1	0	0	0	3
12:00-12:59	0	0	0	0	0	0	0	0
13:00-13:59	0	0	0	2	0	1	1	4
14:00-14:59	0	0	0	0	0	0	1	1
15:00-15:59	0	0	0	0	0	0	0	0
16:00-16:59	0	0	0	0	0	0	0	0
17:00-17:59	0	0	1	2	1	1	0	5
18:00-18:59	1	0	0	1	0	0	0	2
19:00-19:59	2	1	0	1	1	2	0	7
20:00-20:59	2	0	1	0	0	0	0	3
21:00-21:59	0	0	0	0	0	0	0	0
22:00-22:59	1	0	0	0	0	2	0	3
23:00-23:59	0	0	1	0	0	1	0	2
Total	8	8	6	8	4	7	3	44





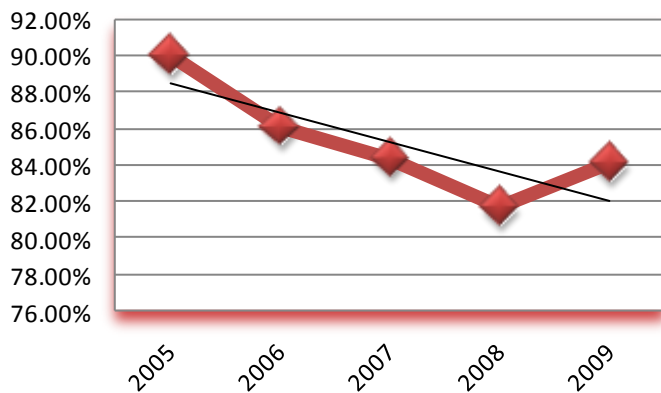
## 2009 Incident Summary

### Leonard 2009 Incidents



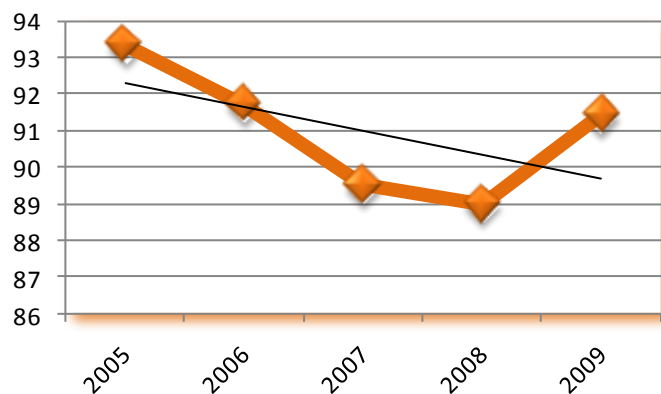
## Distribution

### Leonard % Compliance at 6.5 Minutes



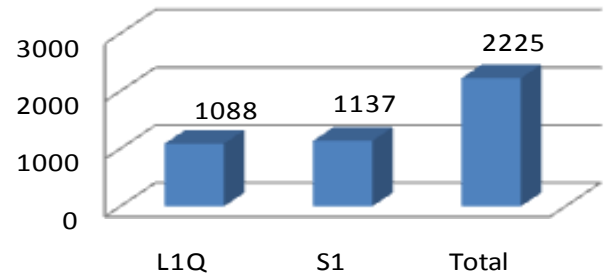
## Reliability

### Leonard % of Reliability



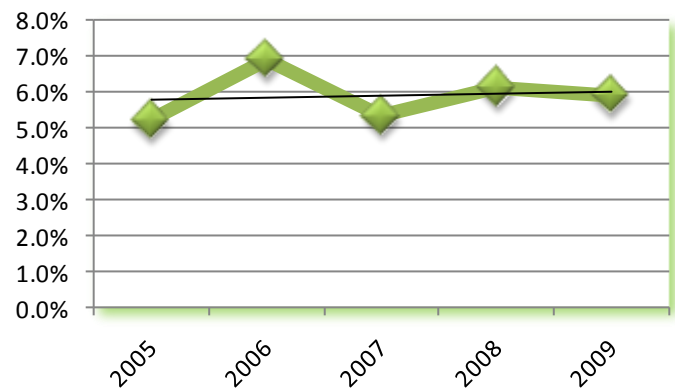
## 2009 Apparatus Responses

### 2009 Leonard Apparatus Responses



## Simultaneous Calls

### Leonard Simultaneous Call %



## Station District



# MONROE AVENUE FIRE STATION (#5)

Located at the corner of Leonard Street and Monroe Avenue, in the center of the North Battalion, This station houses Rescue 5 (an engine with specialized heavy rescue equipment) and Car 6 (the Northern Battalion Chief). Its district is as diverse as the training and capabilities of the crews, with residential single family dwellings to steel and concrete high rise structures and everything in between. The area also has several major through-fares lined with commercial and light industrial buildings, along with US 131 and the Grand River splitting the district in half.

In addition to the daily obligations such as station and apparatus maintenance, record keeping, building inspections, hydrant maintenance, community involvement opportunities, school

presentations and fire drills, Rescue 5 responds to all structure fires in the Northern half of the city. Where many fire companies may have one additional area of expertise, Rescue 5 is involved in several, including vehicle extrication, high angle rope rescue, elevator rescue, river rescue and confined space rescue teams. The level of commitment for the members stationed here is evident, as countless hours of training are required to remain proficient at these high stakes skills.

Many station personnel attended a four day Industrial Machine Rescue training hosted by Michigan State University, which involves removing equipment or machinery from an entangled victim. With the help of recently retired Lt. Dave VanHolsyn, a machine rescue response kit was assembled at no cost to the city. It

is actions like these that make him a leader and inspiration to many in the technical rescue field.

As the 2009 recruit class was assigned to their first stations, 5's officers and firefighters welcomed the new firefighters, willing to go above and beyond the normal duties to assist them with their continued training needs. 2010 will see Rescue 5 working closely with the Walker fire department on the confined space team and coordinating several department wide trainings, including school bus extrication and awareness level machine rescue class.



## Temporal Analysis- Shows the emergency call activity by Day of Week and Hour of Day

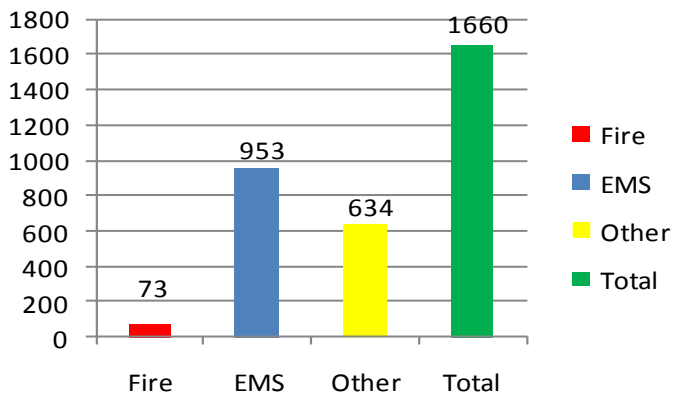
2009-EMS	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	6	6	8	5	8	6	5	44
01:00-01:59	2	3	2	1	2	4	1	15
02:00-02:59	1	4	2	6	8	5	3	29
03:00-03:59	3	1	1	6	7	5	4	27
04:00-04:59	0	2	3	3	1	6	4	19
05:00-05:59	3	4	4	2	6	2	3	24
06:00-06:59	3	5	6	2	2	4	4	26
07:00-07:59	5	1	5	3	8	2	6	30
08:00-08:59	4	1	9	6	5	2	4	31
09:00-09:59	5	5	7	5	6	2	4	34
10:00-10:59	5	6	6	6	8	7	12	50
11:00-11:59	9	3	6	11	6	6	6	47
12:00-12:59	7	7	3	6	11	5	5	44
13:00-13:59	7	5	6	7	7	9	2	43
14:00-14:59	7	10	10	9	8	4	6	54
15:00-15:59	7	3	7	5	7	16	12	57
16:00-16:59	2	4	6	6	8	6	11	43
17:00-17:59	9	8	6	7	11	6	4	51
18:00-18:59	5	9	6	7	8	5	12	52
19:00-19:59	4	11	11	11	6	7	6	56
20:00-20:59	10	6	12	8	10	5	3	54
21:00-21:59	2	7	9	5	11	6	5	45
22:00-22:59	7	3	10	9	10	1	5	45
23:00-23:59	1	8	2	6	8	4	4	33
Total	114	122	147	142	172	125	131	953

2009-FIRE	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	0	1	0	0	0	2	0	3
01:00-01:59	0	0	0	1	0	1	0	2
02:00-02:59	0	0	0	0	1	2	0	3
03:00-03:59	0	1	0	0	1	0	1	3
04:00-04:59	0	0	0	0	0	1	0	1
05:00-05:59	0	1	0	1	0	0	0	2
06:00-06:59	0	0	1	0	0	0	0	1
07:00-07:59	0	0	0	0	0	1	1	2
08:00-08:59	0	1	1	1	0	0	0	3
09:00-09:59	0	0	0	0	0	0	0	0
10:00-10:59	0	0	0	1	0	0	0	1
11:00-11:59	0	1	0	0	0	0	0	1
12:00-12:59	0	1	1	1	0	1	1	5
13:00-13:59	0	0	0	0	1	1	0	2
14:00-14:59	2	0	2	0	0	1	0	5
15:00-15:59	1	1	1	2	1	0	1	7
16:00-16:59	0	0	0	0	1	1	1	3
17:00-17:59	0	0	1	1	1	0	2	5
18:00-18:59	0	1	0	1	1	1	0	4
19:00-19:59	1	0	0	0	0	0	0	1
20:00-20:59	1	0	2	3	0	1	1	8
21:00-21:59	1	1	2	1	0	0	2	7
22:00-22:59	1	0	0	0	0	1	0	2
23:00-23:59	1	0	0	0	1	0	0	2
Total	8	9	11	13	8	14	10	73



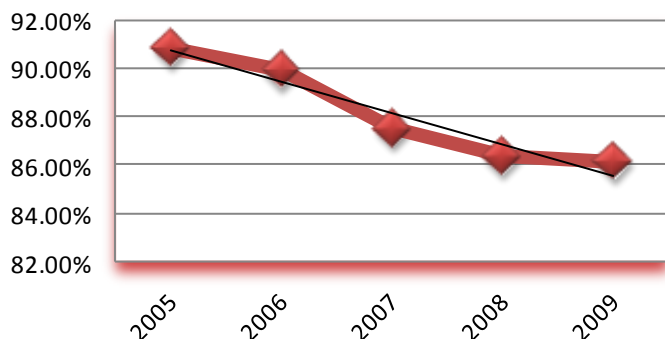
## 2009 Incident Summary

### Monroe 2009 Incidents



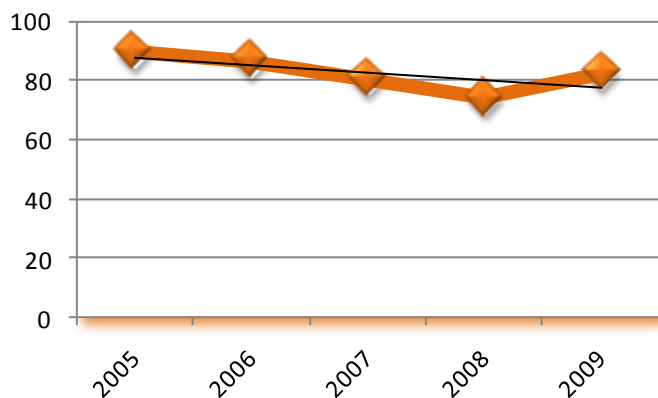
## Distribution

### Monroe % Compliance at 6.5 Minutes



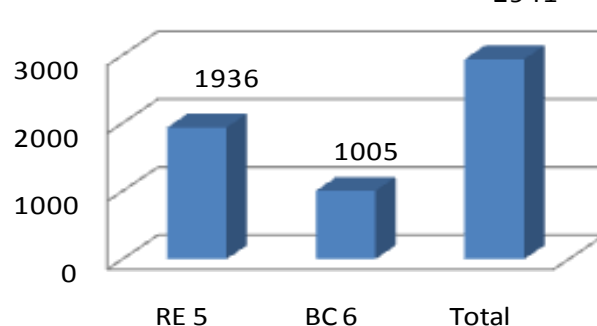
## Reliability

### Monroe % of Reliability



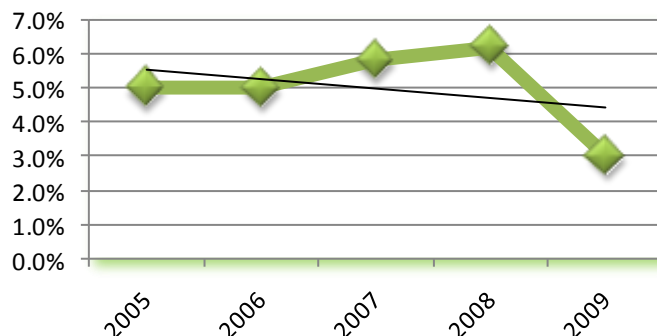
## 2009 Apparatus Responses

### 2009 Monroe Apparatus Responses



## Simultaneous Calls

### Monroe Simultaneous Call %



## Station District



# PLAINFIELD AVENUE FIRE STATION (#9)

Located right in the heart of a vibrant and interactive community on the Northern end of Grand Rapids, the station is staffed with three personnel and house Engine 9 and Rescue 9, which is a pickup truck with two Jet Ski's utilized for the many water rescues in the City and surrounding areas. The stations district is almost 5 square miles in size, contains nine schools, a multitude of high risk facilities, but is mostly filled with single family homes.



In 2009 the station crews conducted fire drills for the schools, fire safety presentations for all 2nd grade students, an intensive assessment of the high risk structures in their district and those adjoining the district, and maintain the water and ice rescue certifications through continuous training.

The station has responded numerous times into Plainfield Charter Township, through an automatic aid agreement, as did Plainfield respond into the City. This agreement allows for the citizens to receive the closest apparatus regardless of jurisdiction. Through continuous training with the personnel from Plainfield, the agreement shows continuous improvement to better serve the customers of both jurisdictions.

Plans for 2010 include expanding our operational and training endeavors with surrounding stations and Plainfield Township, as well as being good stewards of the resources given to us by the public. Building inspections, school presentation and fire drills, and community intervention opportunities will continue to also be a focus for the proud crews at 9's.



## Temporal Analysis- Shows the emergency call activity by Day of Week and Hour of Day

2009-EMS	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	0	1	0	2	3	7	1	14
01:00-01:59	4	1	2	4	9	2	7	29
02:00-02:59	1	4	3	5	1	1	3	18
03:00-03:59	3	2	2	3	3	4	5	22
04:00-04:59	2	2	4	3	0	2	3	16
05:00-05:59	1	2	2	1	1	0	0	7
06:00-06:59	3	0	5	1	2	0	3	14
07:00-07:59	3	0	2	3	3	2	3	16
08:00-08:59	2	6	3	3	1	4	6	25
09:00-09:59	5	2	8	7	2	6	5	35
10:00-10:59	9	5	7	2	9	5	3	40
11:00-11:59	5	3	7	3	4	6	9	37
12:00-12:59	3	3	2	3	2	10	9	32
13:00-13:59	5	1	4	4	3	4	4	25
14:00-14:59	3	6	5	5	5	3	9	36
15:00-15:59	4	9	3	1	3	2	4	26
16:00-16:59	2	6	4	4	5	2	2	25
17:00-17:59	6	3	5	2	9	3	2	30
18:00-18:59	3	1	4	6	3	1	3	21
19:00-19:59	3	3	4	4	2	5	5	26
20:00-20:59	8	2	4	3	3	7	3	30
21:00-21:59	1	2	5	5	3	3	8	27
22:00-22:59	5	3	1	4	6	3	2	24
23:00-23:59	1	3	6	4	1	5	2	22
Total	82	70	92	82	83	87	101	597

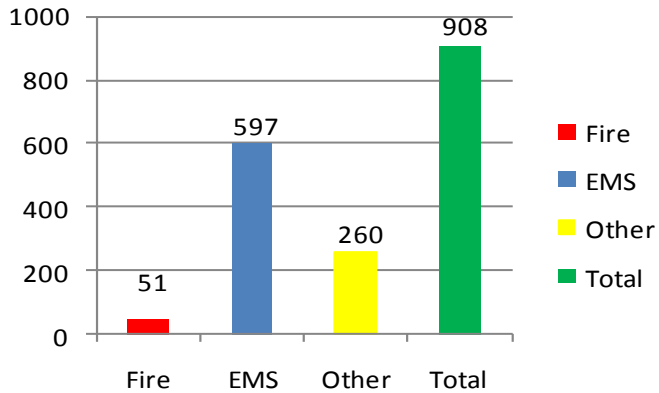
2009-FIRES	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	0	1	1	0	0	0	2	4
01:00-01:59	0	0	0	0	0	0	0	0
02:00-02:59	0	0	0	0	0	0	1	1
03:00-03:59	0	0	0	0	0	0	0	0
04:00-04:59	0	0	0	0	0	0	0	0
05:00-05:59	0	0	0	0	0	0	0	0
06:00-06:59	0	0	0	0	1	0	0	1
07:00-07:59	0	0	0	0	0	0	0	0
08:00-08:59	0	0	0	1	1	0	0	2
09:00-09:59	0	1	0	0	0	0	0	1
10:00-10:59	0	0	1	0	0	0	0	1
11:00-11:59	0	1	2	1	0	0	1	5
12:00-12:59	1	0	2	1	1	0	0	5
13:00-13:59	0	2	0	0	0	2	0	4
14:00-14:59	0	0	0	1	0	1	0	2
15:00-15:59	0	0	0	0	1	1	0	2
16:00-16:59	5	0	0	0	1	1	0	7
17:00-17:59	1	0	0	1	0	0	0	2
18:00-18:59	0	0	0	1	0	0	2	3
19:00-19:59	0	0	0	0	0	0	0	0
20:00-20:59	0	0	0	0	0	0	0	0
21:00-21:59	0	0	0	0	1	2	2	5
22:00-22:59	0	2	0	0	1	1	0	4
23:00-23:59	0	0	1	0	1	0	0	2
Total	7	7	7	6	8	8	8	51





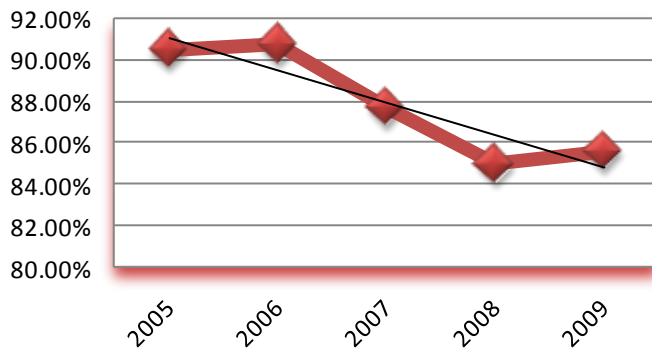
## 2009 Incident Summary

### Plainfield 2009 Incidents



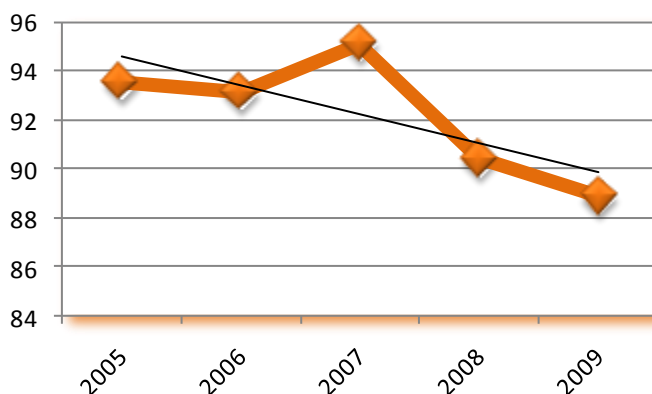
## Distribution

### Plainfield % Compliance at 6.5 Minutes



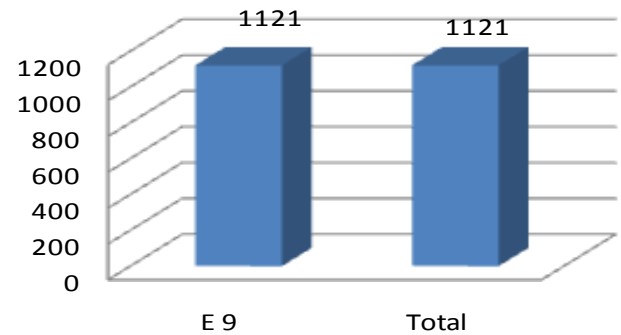
## Reliability

### Plainfield % of Reliability



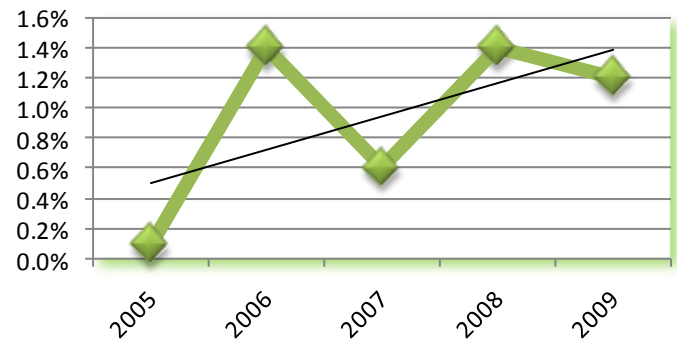
## 2009 Apparatus Responses

### 2009 Plainfield Apparatus Responses

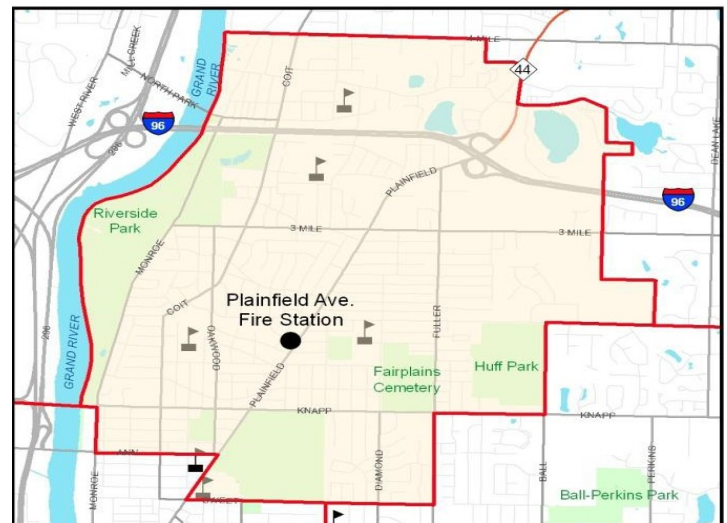


## Simultaneous Calls

### Plainfield Simultaneous Call %



## Station District



## SPECIAL OPERATIONS

The GRFD Special Operations Division provides around the clock emergency response capabilities for incidents involving Hazardous Materials, Weapons of Mass Destruction and Technical Rescue. Our primary goal for 2009 was "Sustainability", mostly relying on grant funding from Region 6 and utilizing on duty training as much as possible to meet continuing education requirements.



**Hazardous Materials/WMD:** This response group consist of 32 highly trained and dedicated firefighters call the Regional Response Team (RRT). The RRT operates as part of the State of Michigan Regional Response Team Network (RRTN) that can respond to WMD/Terrorist incidents as needed throughout the state. The RRT also operates as a local resource for forming a Rapid Assessment Team (RAT) to quickly respond to Hazardous Material incidents in the local area, thereby eliminating the need for two teams. This team also has two dedicated response vehicles and an equipment trailer stationed at the Franklin Street fire station and is used to deliver necessary resources to an incident scene.

The GRFD has five disciplines in the Technical Rescue Arena:

- Collapse Rescue
- Trench Rescue
- Confined Space Rescue (CSR)
- Rope Rescue
- Water Rescue



**Collapse Rescue and Trench Rescue** is handled by department personnel who have voluntarily committed to making up this highly technical response team of 32 members that form the Urban Search and Rescue Type 2 task force. This team is capable of effecting rescues in terrain and buildings as a result of Natural or manmade disasters. A tractor-trailer is the primary response vehicle and a material trailer is also assigned to this team, which is housed at the Kalamazoo Avenue fire station.



**Confined Space and Rope Rescue:** This year, a shift in apparatus responsibilities was made to better facilitate response and training needs for the involved departments. Engine 8 which is housed at Covell, Rescue 5 which is at Monroe and the Walker Fire Dept. via mutual aid agreement, form the core of this response discipline. The main objective is to provide CSR and Rope Rescue protection for both Grand Rapids and Walker, thereby minimizing the manpower and financial impact on both cities. This team specializes in High angle rescue such as from a high rise building and sub-terrarium spaces, such as utility vaults, storm drains and industrial mechanical spaces.

**Water Rescue** in GRFD consists of three separate categories or disciplines, each requiring a special set of skills and training criteria. **Swift Water Rescue** is primarily used for those rescues and hazards associated with the recreationalist that utilizes the Grand River and its tributaries. **Ice Rescue** and **Lake/Pond** Rescue are needed to cover the unfortunate incidents that occur during colder seasons and on smaller bodies of water. The Water Rescue Team is comprised of personnel from Bridge, Plainfield and LaGrave Stations. The two rescue boats, one res-q-deck, two jet-skis and vehicles to transport are housed at Bridge and Plainfield Stations. The team members train throughout the year in all types of weather and water conditions, honing their skills to meet the real challenges and conditions of these rescue situations.



## REGIONAL TRAINING CENTER

As a Regional Training Center (RTC) recognized by the Michigan Fire Fighters Training Council (MFFTC), GRFD is able to host pre-service firefighter classes in addition to department and area wide training for current firefighters. In 2009, the RTC ran a fire academy with twelve recruit firefighters, of which ten were ultimately hired by the GRFD. In addition to the twelve GRFD recruits, one public safety officer from the City of East Grand Rapids also completed the firefighter certification coursework. Thanks to hard work and dedication by the instructors; Eric Freeman, Dennis Haisma and Kevin Sehlmeier, all students passed the written and practical exams.



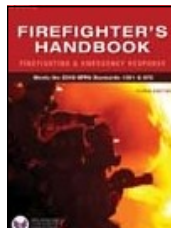
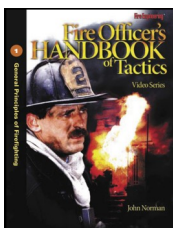
In the first half of the year, the RTC hosted several classes including a driver's training update for current Driver Training instructors from across the state, Fire Officer III level "Health and Safety Officer" and a driver's training "train the trainer".

In September 2009, the RTC began our first pre-service fire academy and utilized a newly revamped Delmar FF I and II curriculum. This was the first time this text was used it was received well by both the students and instructors. Eighteen students started out the physically and mentally challenging training course, resulting in sixteen students passing the state exam with an average score of 86%, slightly under our predetermined goal of 90%.

In addition to this major undertaking in the month of September, the RTC hosted an "incident safety officer" class and also brought in nationally acclaimed author and retired FDNY Chief Officer John Norman for a fire tactics workshop that attracted students from across Michigan. This builds upon Dave Dodson's "reading smoke" class from the previous year, and continues the trend of bringing the best instructors in the country to Grand Rapids.

Although statewide, regional and pre-service classes are a major focus of the RTC, the GRFD has not lost sight of keeping their own personnel up to date and were compliant with all training requirements. Over 22,000 hours of instruction received by our internal personnel.

In 2010, the RTC is anticipating to hold the second and possibly a third pre-service firefighter academy as well as bring in another national level speaker to increase educational opportunities for every member in the Michigan Fire Service.



### GRFD Employee Development

Event	Total Hours
Monthly VLADY Training	6732
RMS Training	794.5
IMS 300 Training	704
Incident Safety Officer	308
New Aerial Apparatus Review	432
Officer Choice Training	10,368
Rescue Engine Extrication	60
RRTN	792
Confined Space Rescue	432
Water Rescue	684
Tech Rescue	720

**Total Personnel Training 22,026.5**





# FIRE CORPS



**F**ire Corps is a program under the Citizen Corps model created by President George W. Bush to encourage citizens to get involved in their communities. Currently the Grand Rapids Fire Department Fire Corps program has fifteen active members that have been involved since its inception in 2008. Citizen Corps operates with the idea that the volunteer hours have a value to the community for completion of projects and supporting community events, at a rate of \$19.01 per volunteer hour. Last year, the GR Fire Corps members donated 278 hours of their valuable time, equating to a value of \$5,289.53 given to the GRFD and the community in which they serve.

Major events and/or functions participated in during 2009 included

- Assisted GRFRTC with administrative work
- Cleaned and repaired fire safety trailer
- Taught fire safety at the Home and Garden show
- Provided help at the 2009 Great Lakes Homeland Security Conference
- 1<sup>st</sup> annual Mayor's Bike Ride
- Millennium car show
- Heritage Hill Garden Tours
- Rockford Kids Triathlon
- Aberdeen Park Summer Celebration
- Labor Day bridge walk
- Registration and logistics during daylong seminar with John Norman of the FDNY
- Multiple other venues providing fire safety information



The GR Fire Corps members have stated a goal for 2010 of expanding their volunteer activities in the community as well as the fire corps program. This is a great example of how ordinary citizens are giving back to their community and facilitating various community outreach programs. Information about joining this initiative can be obtained by contacting the GRFDRTC at [grfdtraining@grcity.us](mailto:grfdtraining@grcity.us).





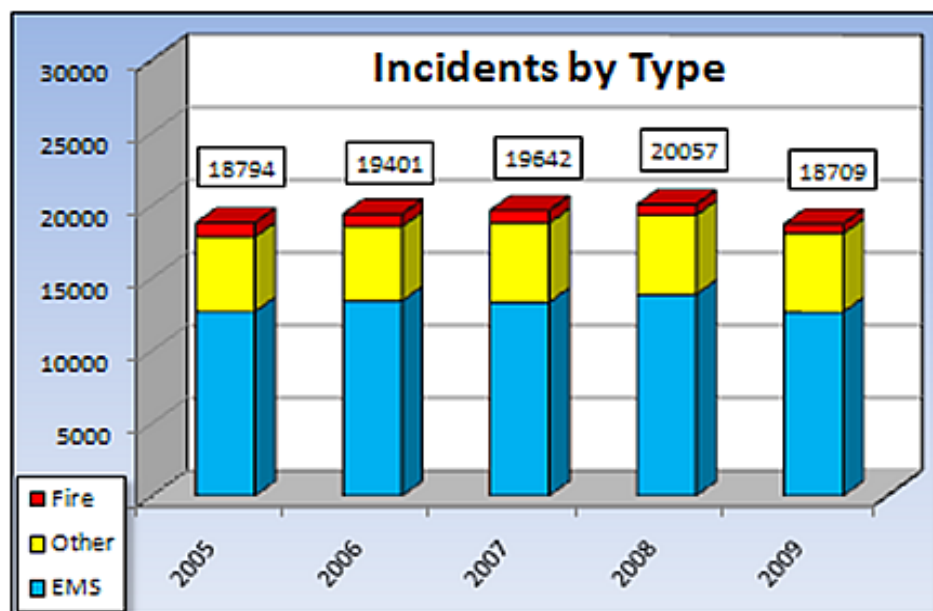
# STATISTICAL SUMMARY

**Better decision making  
through accurate data.**

GRFD Strategic  
Planning Office



# STATISTICAL SUMMARY

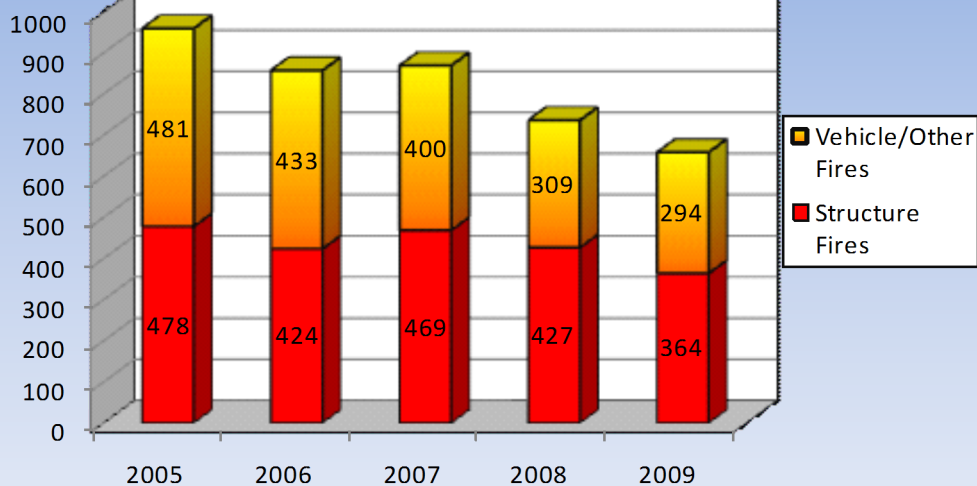


Incident Type	2005	2006	2007	2008	2009
Fires	896	813	856	716	658
Overpressure/Rupture	39	39	66	48	46
EMS	12682	13425	13328	13864	12649
Hazardous Conditions	1047	1035	982	1108	686
Service Call	1032	995	988	864	1263
Good Intent	1565	1639	1911	1867	1970
False Alarm/Calls	1508	1421	1494	1554	1424
Severe Weather	8	14	2	20	5
Special Incident	17	20	13	16	8
Total	18794	19401	19640	20057	18709

Incident Type-%	2005	2006	2007	2008	2009
EMS	67.48%	69.20%	67.86%	69.12%	67.61%
Good Intent	8.33%	8.45%	9.73%	9.31%	10.53%
False Alarm/Calls	8.02%	7.32%	7.61%	7.75%	7.61%
Service Call	5.49%	5.13%	5.03%	4.31%	6.75%
Fires	4.77%	4.19%	4.36%	3.57%	3.52%
Hazardous Conditions	5.57%	5.33%	5.00%	5.52%	3.67%
Overpressure/Rupture	0.21%	0.20%	0.34%	0.24%	0.25%
Special Incident	0.09%	0.10%	0.07%	0.08%	0.04%
Severe Weather	0.04%	0.07%	0.01%	0.10%	0.03%
Total	100.00%	100.00%	100.00%	100.00%	100.00%

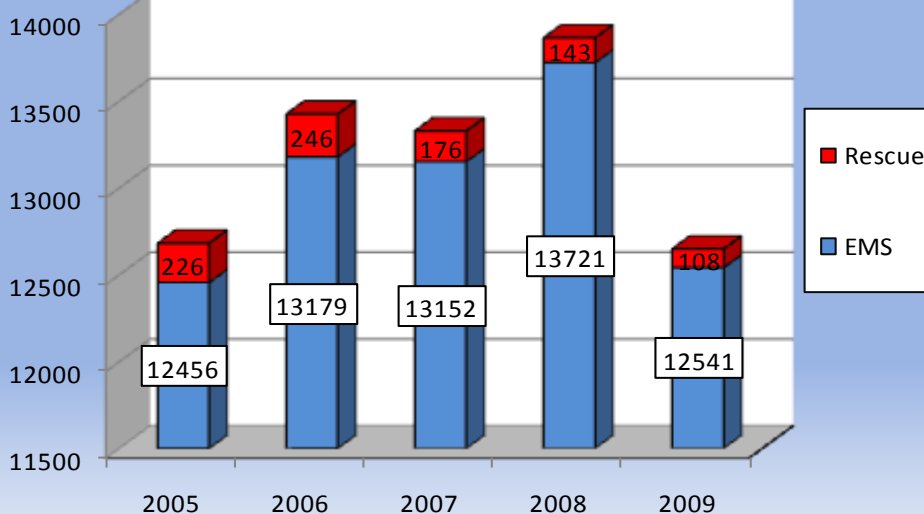


### Structure/Other Fires



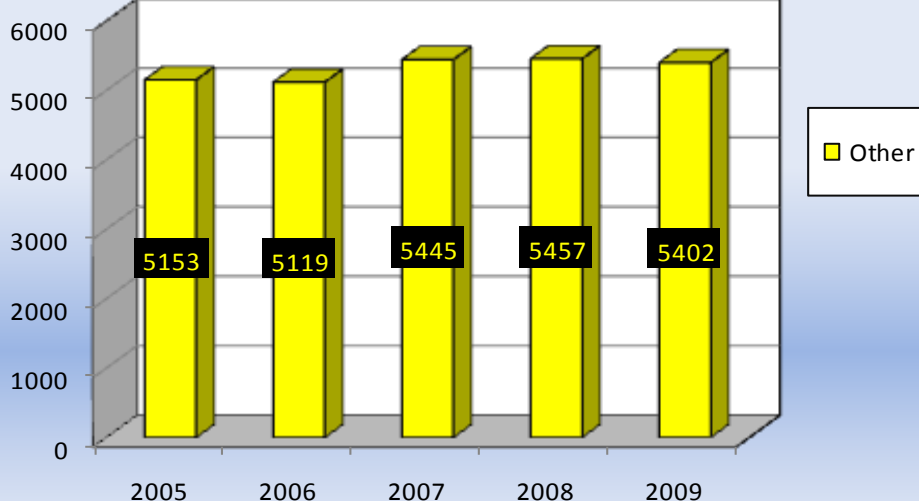
Structure fires had a significant decline this past year. The decline was largely due to the extensive work of the FPB. Several campaigns were seen throughout the city in both English and Spanish, stressing the importance of fire safety. Even though the numbers were down, the risk in our city continues to rise, as buildings continue to be abandoned due to the housing crisis, and maintenance of many others has been neglected, leading to a very densely populated residential area with aging structures, many of which are dilapidated or vacant.

### Rescue/EMS Runs



The first quarter of the year started out at the same pace as 2008, but West Michigan experienced one of the coolest summers in decades, leading to a significant decline in our EMS call volume during the summer months. Believe it or not, there is a direct correlation between hot summer nights and the activity of many of our core stations. This number is expected to increase in 2010.

### Other Runs



Many types of other calls experienced are fire alarms, service calls, elevator rescues, assisting other agencies etc. These request for help have remained very steady over the past several years, but major changes are expected in 2010, through the implementation of revised alarm response policies in regards to these types of calls, resulting in lower numbers and greater unit availability.

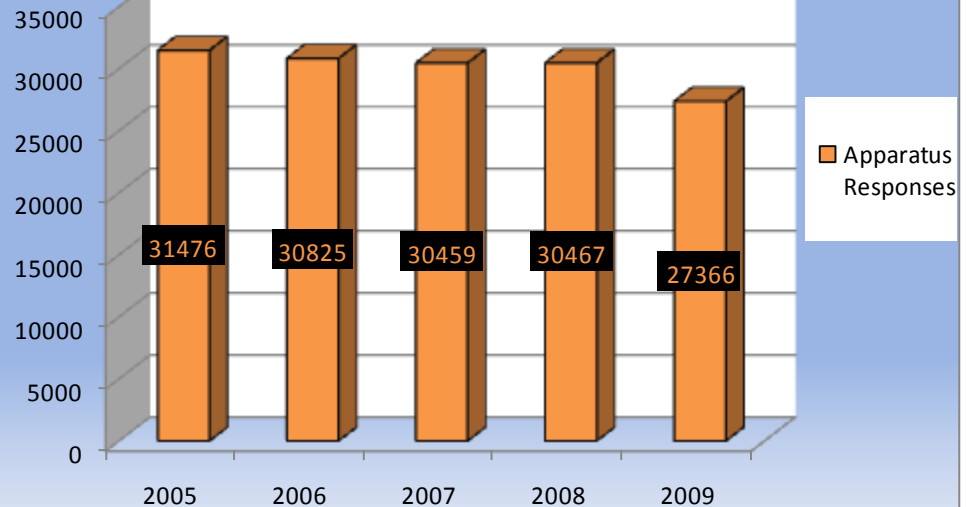


A natural correlation exists between decreased total incidence and a decrease in apparatus responses. Measures were taken throughout the year to eliminate false calls through educational endeavors. Also, the number of apparatus responding to various types of alarms was altered. This trend will continue to be monitored into 2010, due to the decrease in available units.

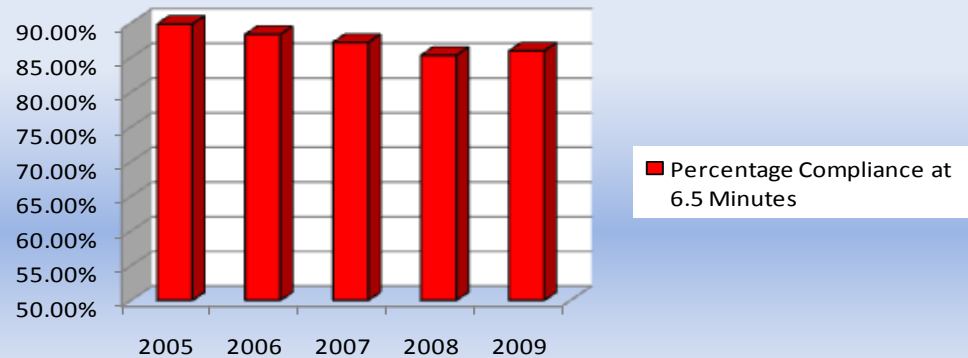
The ability of the GRFD to provide expedient service to its citizens relies heavily upon the distribution of its personnel and apparatus and the ability to intervene before critical marks such as flashover or brain death occur. With fewer apparatus in service, GRFD's distribution goal of having a unit on scene within 6.5 minutes with a 90 percent compliance has been on a steady decline since 2005.

Although some emergency incidents can be handled with a single unit, many incidents require more resources, both personnel and equipment, within a minimum time frame to effect a positive outcome. In 2009, GRFD formally adopted a concentration goal of having 19 personnel on scene of a structure fire within 10.5 minutes with 90 percent compliance. The elimination of multiple pieces of apparatus has dropped many core station's reliability, resulting in units coming from further away. Small changes have been able to raise concentration performance slightly, but it is still well below the performance goal.

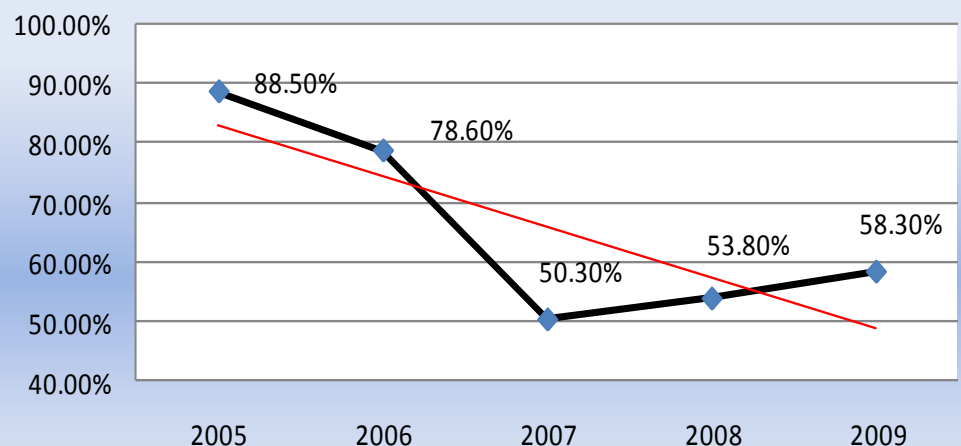
### Apparatus Responses



### Percentage of meeting goal of 6.5 minutes for 1st unit on scene



### Percentage of meeting goal of 10.5 minutes with 19 personnel



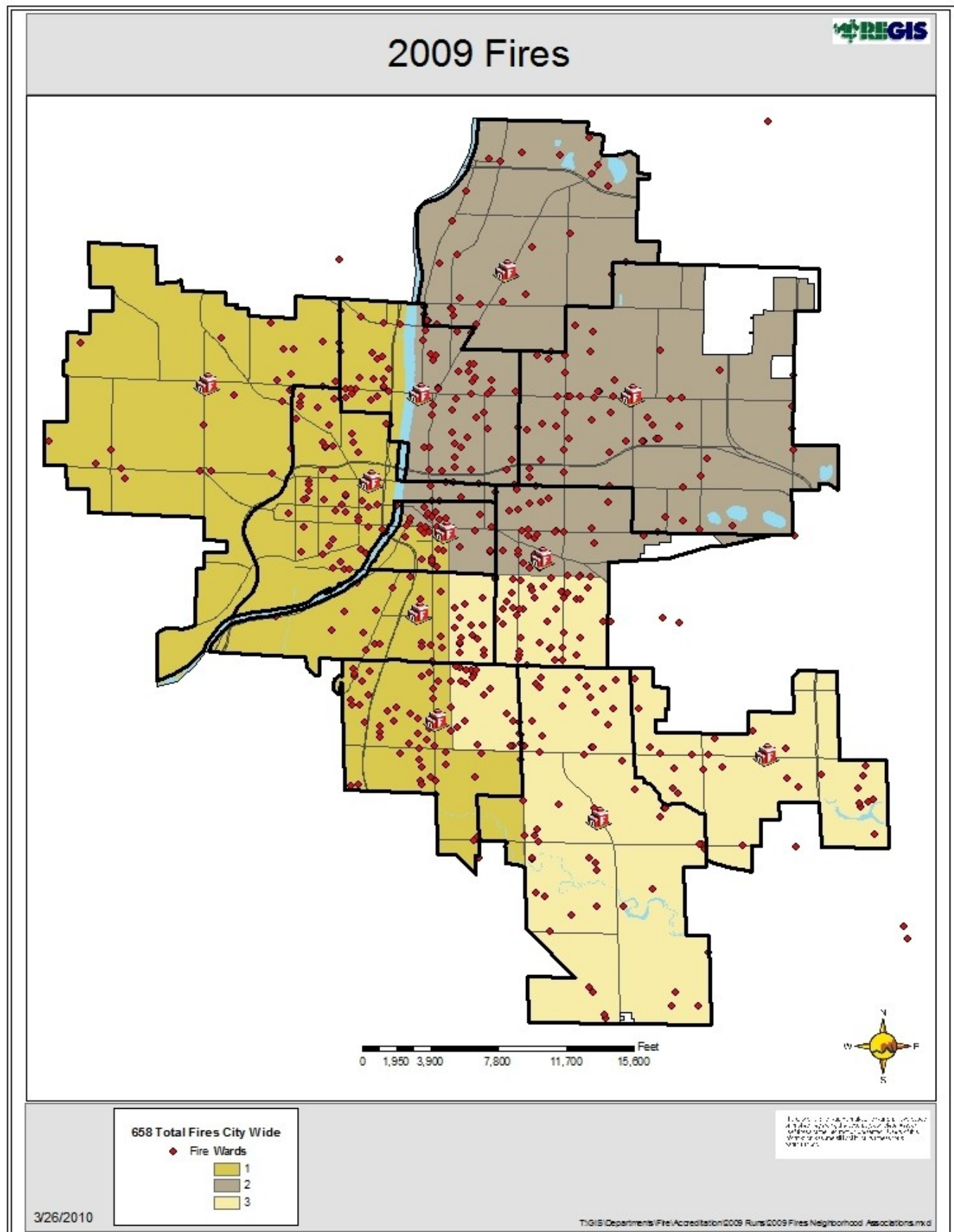


## 2009 Temporal Activity All Calls

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	74	90	76	106	73	113	122	654
01:00-01:59	76	66	88	78	76	96	114	594
02:00-02:59	75	67	77	79	75	119	115	607
03:00-03:59	65	49	55	65	65	93	78	470
04:00-04:59	55	35	62	49	45	60	57	363
05:00-05:59	59	49	51	50	66	60	54	389
06:00-06:59	49	48	63	54	58	58	52	382
07:00-07:59	85	73	103	75	98	68	72	574
08:00-08:59	91	91	121	101	100	91	82	677
09:00-09:59	103	111	118	118	124	104	104	782
10:00-10:59	118	158	140	121	149	124	106	916
11:00-11:59	138	139	138	130	135	120	123	923
12:00-12:59	158	143	165	158	138	126	114	1,002
13:00-13:59	174	146	151	169	144	156	102	1,042
14:00-14:59	143	147	140	138	136	122	138	964
15:00-15:59	153	182	143	137	151	138	138	1,042
16:00-16:59	126	144	157	151	162	133	122	995
17:00-17:59	147	147	131	148	153	148	136	1,010
18:00-18:59	131	143	154	149	125	143	137	982
19:00-19:59	145	138	131	128	125	146	126	939
20:00-20:59	152	123	162	114	143	148	139	981
21:00-21:59	105	140	119	147	116	133	132	892
22:00-22:59	112	101	141	129	124	123	109	839
23:00-23:59	95	108	91	101	98	115	82	690
Total	2,629	2,638	2,777	2,695	2,679	2,737	2,554	18,709

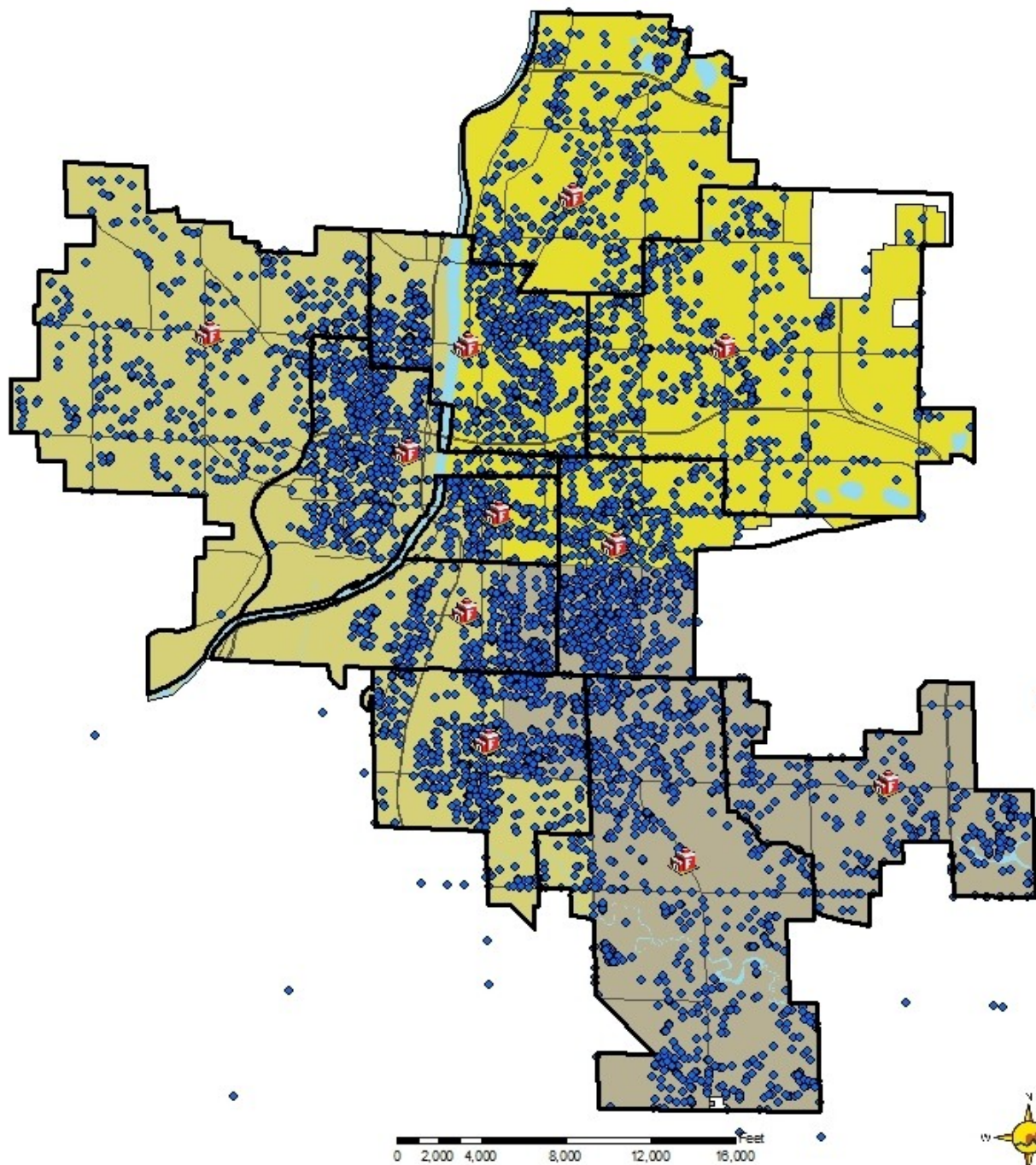
This temporal chart shows 2009 emergency call activity for the GRFD, and is then categorized by day of week and hour of day. Conditional formatting is then applied to stress the visual cues present, making it readily apparent that our department is extremely busy during the day, in addition to completing their daily duties of hydrants, fire inspections, public education, station/equipment maintenance and mandatory training requirements.







## 2009 EMS



12,649 Total Medicals City Wide

- ◆ Medicals Wards
- 1
- 2
- 3

3/26/2010

Legend: 1 - Ward 1 (Yellow) 2 - Ward 2 (Light Yellow) 3 - Ward 3 (Grey) 4 - Fire Station (Red Cube) 5 - Medical Ward (Blue Diamond)

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